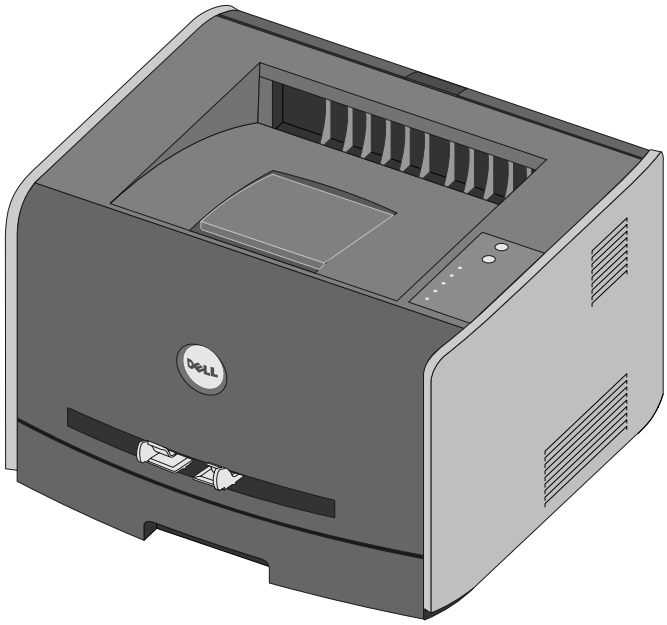
Dell™ Laser Printer 1710/1710n

Owner's Manual

Look Inside For:

- Setting Up Your Printer
- Loading Paper
- Network Printing
- Understanding the Software



Ordering Supplies

Dell™ print cartridges are available only through Dell. You can order print cartridges online at **www.dell.com/supplies** or by phone.

US	877-INK-2-YOU	**Luxembourg**	02.713 1590
Australia	1300 303 290	**Malaysia**	1800 88 0301
Austria	08 20 - 24 05 30 35	**Mexico**	001 866 851 1754
Belgium	02.713 1590	**Netherlands**	020 - 674 4881
Canada	877-501-4803	**Norway**	231622 64
Chile	1230-020-3947	**Portugal**	21 4220710
	800-202874	**PRC**	800-858-0888
Colombia	01800-9-155676	**Poland**	022 579 59 65
Czech	+420 225 372 711	**Puerto Rico**	866-851-1760
Denmark	3287 5215	**Singapore**	1800 394 7486
Finland	09 2533 1411	**South Africa**	0860 102 591
France	825387247	**Spain**	902120385
Germany	0800 2873355	**Sweden**	08 587 705 81
Ireland	1850 707 407	**Switzerland**	0848 335 599
Italy	800602705	**UK**	0870 907 4574
Japan	044-556-3551		

NOTE: If your country is not listed, contact your Dell distributor to order supplies.

Your printer has been designed to print using the following print cartridges.

Supply Item	Part number
3,000 page toner cartridge	N3769
3,000 page Use and Return toner cartridge	J3815
6,000 page toner cartridge	H3730
6,000 page Use and Return toner cartridge	K3756
30,000 page Imaging drum	D4283

Notes, Notices, and Cautions

NOTE: A NOTE indicates important information that helps you make better use of your printer.

NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

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FCC emissions information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. Refer to the *Drivers and Utilities* CD for details.

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⚠ CAUTION: SAFETY INSTRUCTIONS

Use the following safety guidelines to help ensure your own personal safety and to help protect your product and working environment from potential damage.

- Do not use your printer in a wet environment, for example, near a bath tub, sink, or swimming pool or in a wet basement.
- Ensure that nothing rests on your product's cables and that the cables are not located where they can be stepped on or tripped over.
- Use only the power cable provided with this product or the manufacturer's authorized replacement power cable.

⚠ CAUTION: If your product is not marked with this symbol ⧈, it must be connected to an electrical outlet that is properly grounded.

- Connect the power cable to an electrical outlet that is near the product and easily accessible.
- To completely turn off the product, the power cable must be removed from the power source.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.
- This product is designed to meet safety standards with the use of specific Dell-authorized components. The safety features of some parts may not always be obvious. Dell disclaims liability associated with the use of non-Dell-authorized components.
- Refer to your *Owner's Manual* for instructions on the proper way to clear paper jams.
- Your product uses a laser.

⚠ CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

- Your product uses a printing process that heats the print media, and heat can cause certain media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting appropriate print media to avoid the possibility of harmful emissions.

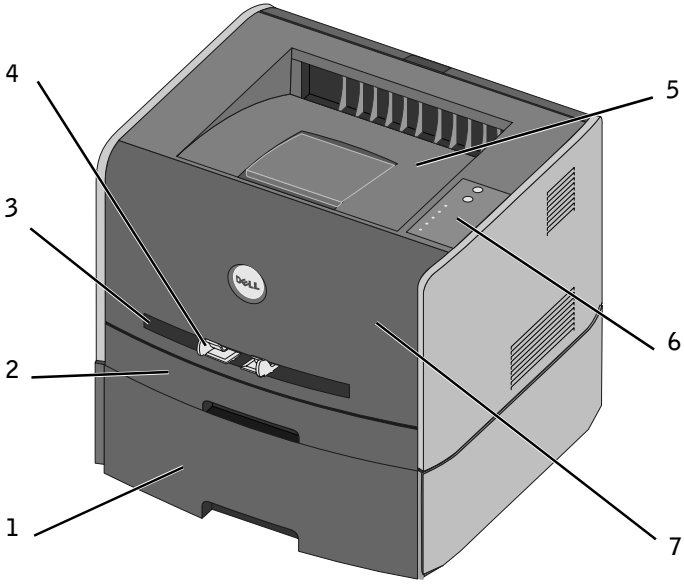
⚠ CAUTION: Laser Safety

- This printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968.
- Since radiation emitted inside the printer is confined within protective housings and external covers, the laser beam cannot escape during normal user operation.

1

Getting Started

Understanding Your Printer



1	Optional 550-sheet tray	5	Output bin
2	250-sheet tray	6	Operator panel
3	Manual feed slot	7	Front cover
4	Paper guide		

Using the Operator Panel Buttons

The operator panel has five lights and two buttons.

- Press and release **Continue** to resume printing.
- Press and release **Continue** twice quickly to display an error code.
- Press and release **Cancel** to cancel the job currently printing.
- Press and hold **Cancel** until all of the lights come on to reset the printer.

Printing the Printer Settings Configuration Sheet

To print the Printer Settings Configuration sheet:

1. Turn the printer off.
2. Open the upper front door.
3. Press and hold **Continue** as you turn the printer on.
   All the lights cycle.

4 Release **Continue** .

5 Close the upper front door.

The light sequence that represents the Home menu is displayed.

6 Press and release **Continue** until all the lights cycle.

A Printer Settings Configuration sheet prints.

Installing the 550-Sheet Optional Drawer

Your printer supports one optional drawer that lets you load up to 550 sheets of paper.

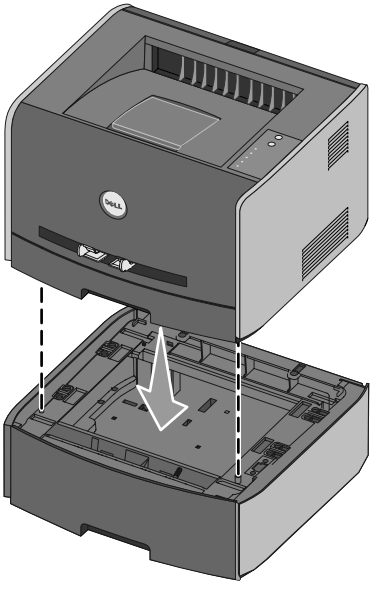
CAUTION: If you are installing a 550-sheet drawer after setting up the printer, turn the printer off and unplug the power cord before continuing.

1 Unpack the 550-sheet drawer and remove any packing material.

2 Place the drawer in the location you have chosen for your printer.

NOTE: If you have optional memory to install, leave clearance on the right side of the printer.

3 Align the holes in the printer with the positioning posts on the 550-sheet drawer and lower the printer into place.



Specifying the media type and size loaded into each tray will help prevent jams. See "Configuring the Paper Trays" on page 14 for more information.

Configuring the Paper Trays

NOTE: You must first install the drivers for your printer before configuring the paper trays. See "Setting Up for Local Printing" on page 27 or "Setting Up for Network Printing" on page 37.

Dell Laser Printer 1710/1710n

1. Launch the Dell Local Printer Settings Utility by clicking **Start→Programs→Dell Printers→Dell Laser Printer 1710→Dell Local Printer Settings Utility**.
2. Select your Dell Laser Printer 1710.
3. Click **OK**.
4. In the left column, click **Paper**.
5. In the right column, go to the Tray 1 section. Specify what size and type of media you loaded into tray 1.
6. In the right column, go to the Tray 2 section. Specify what size and type of media you loaded into tray 2.
7. On the Menu Bar, click **Actions→Apply Settings**.
8. Close the utility.

NOTE: If you change the size or type of media loaded into either tray, use the Local Printer Settings Utility to reconfigure the tray.

9. To update your printer options, follow the instructions in the table.

Windows XP	**1** Click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes**. **2** Right-click the Dell Laser Printer 1710 icon. **3** Click **Properties→Installed Options→Ask Printer**. **4** Click **OK→OK**. Close the Printers folder.
Windows 2000 Windows NT 4.0	**1** Click **Start→Settings→Printers**. **2** Right-click the Dell Laser Printer 1710 icon. **3** Click **Properties→Installed Options** (or **Options**)**→Ask Printer** (or **Update Now**). **4** Click **OK→OK**. Close the Printers folder.

Windows Me Windows 98 SE	**1** Click **Start→Settings→Printers**. **2** Right-click the Dell Laser Printer 1710 icon. **3** Click **Properties→Device** (or **Features**)**→Update** (or **Update Now**). **4** Click **OK→OK**. Close the Printers folder.

If **Update** or **Ask Printer** is unavailable, follow these steps:

a In the Available Options list, click **550-sheet tray**.

b Click **Add**.

c Click **OK,** and then close the Printers folder.

If **Update Now** or **Ask Printer** is unavailable, follow these steps:

a In the Options list, find 550-sheet tray.

b Change the setting from Not Installed to Installed.

c Click **OK,** and then close the Printers folder.

Dell Laser Printer 1710n

Setting the paper size and type for the 1710n printer is done through the Dell Printer Configuration Web Tool.

Use the following steps to change the 1710n printer paper size and type:

1 Type your network printer's IP address in your Web browser.

NOTE: If you do not know what your printer's IP address is, print a network setup page, which lists the IP address. For more information, see "Print and Check the Network Setup Page" on page 37.

2 When the Printer Status page appears, select **Printer Settings** in the left column.

3 Select **Paper Menu** from the Printer Settings page.

4 Select **PAPER SIZE**.

5 Select the paper size you have in each tray.

6 Click **Submit**.

7 Select **Printer Settings** in the left column.

8 Select **Paper Menu** from the Printer Settings page.

9 Select **PAPER TYPE**.

10 Select the paper type you have in each tray.

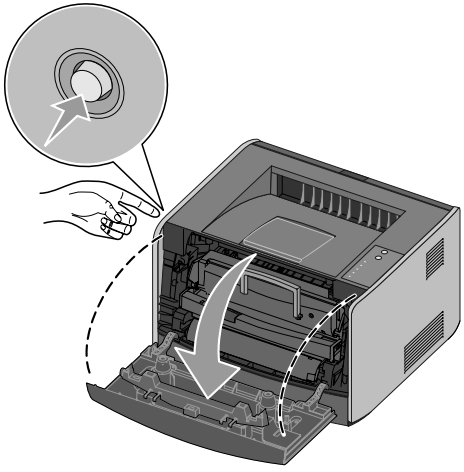
11 Click **Submit**.

Installing an Optional Memory Card

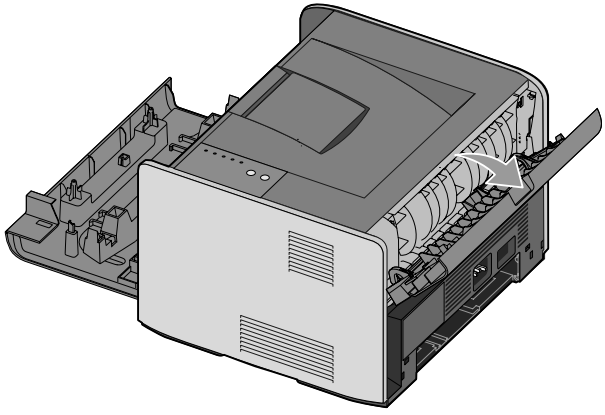
The system board has one connector for an optional memory card. The printer can support up to 128MB (for a total of 160MB for a network printer and 144MB for a non-network printer).

CAUTION: If you are installing a memory card after setting up the printer, turn the printer off and unplug the power cord before continuing.

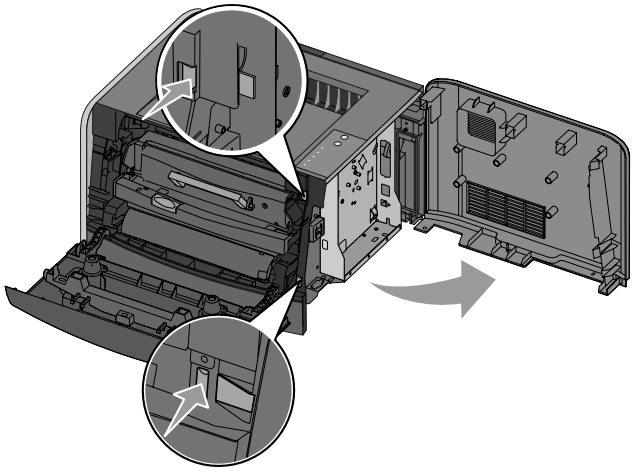
1 Open the front cover by pressing the button on the left side of the printer and lowering the cover.



2 Open the rear exit.

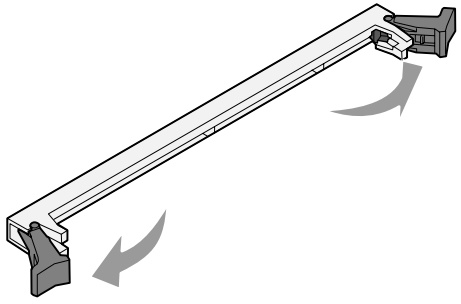


3 Open the side cover by pressing the two detents on the front right side of the machine and swinging the cover back.



4 Push open the latches on both ends of the memory connector.

NOTE: Memory options designed for other printers may not work with your printer.

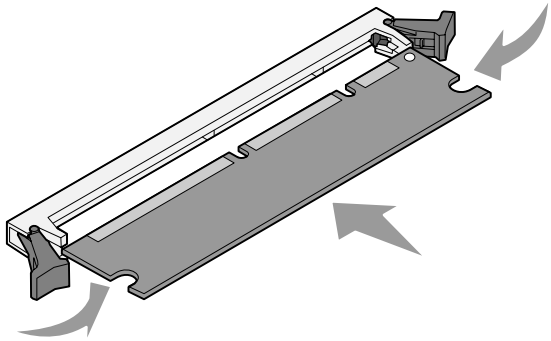


5 Unpack the memory card.

NOTICE: Memory cards are easily damaged by static electricity. Touch something metal, such as the printer frame, before you touch a memory card.

Avoid touching the connection points along the edge of the card.

6 Align the notches on the bottom of the card with the notches on the connector.



7 Push the memory card firmly into the connector until the latches on either end of the connector *snap* into place.

It may require some force to fully seat the card.

8 Make sure each latch fits over the notch on each end of the card.

9 Close the side cover.

10 Close the rear exit.

11 Close the front cover.

12 To update your printer options, follow these instructions:

a For Windows XP, click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes**.

For all others, click **Start→Settings→Printers**.

b Right-click the Dell Laser Printer 1710 icon, and then select **Properties**.

c On the **Install Options** tab, increase the amount of memory in the **Printer Memory (MB)** box.

d Click **OK**.

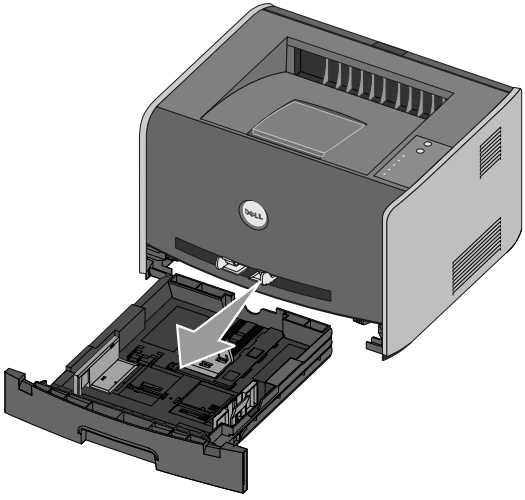
2

Loading Paper

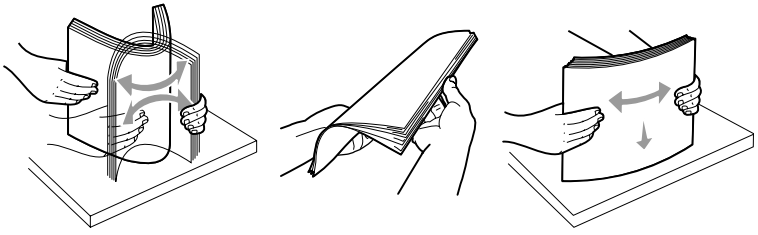
Loading the 250-Sheet and 550-Sheet Trays

Follow these instructions to load paper in the 250-sheet tray and 550-sheet tray.

1 Remove the tray.



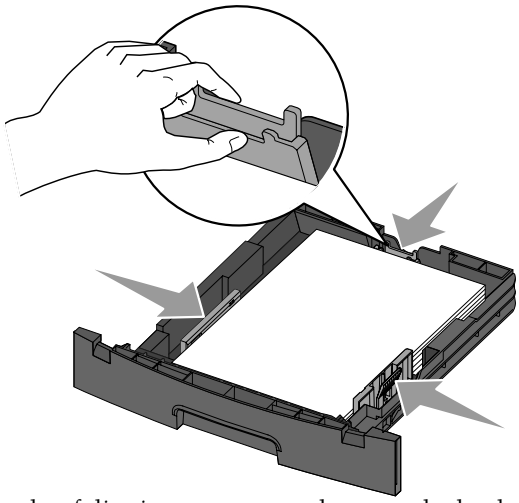
2 Prepare a stack of paper for loading by flexing or fanning it back and forth. Straighten the edges on a level surface.



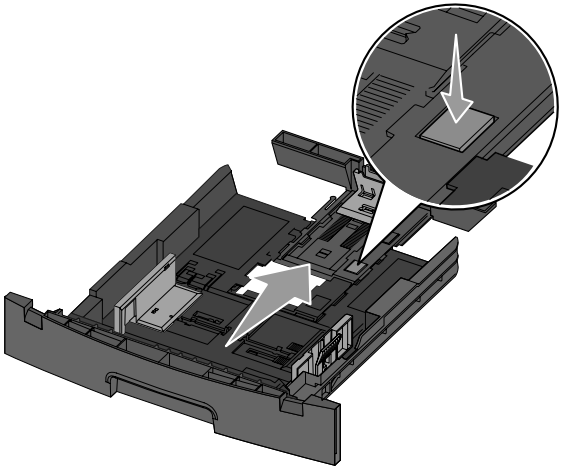
3 Load the paper in the tray with the print side facing down.

Make sure the paper is below the max fill line on the side guides. Overloading may cause jams.

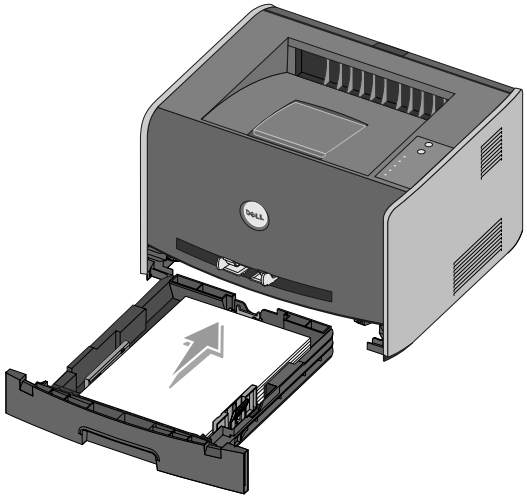
4 Slide the two side guides and the back guide until they fit snugly against the stack of paper.



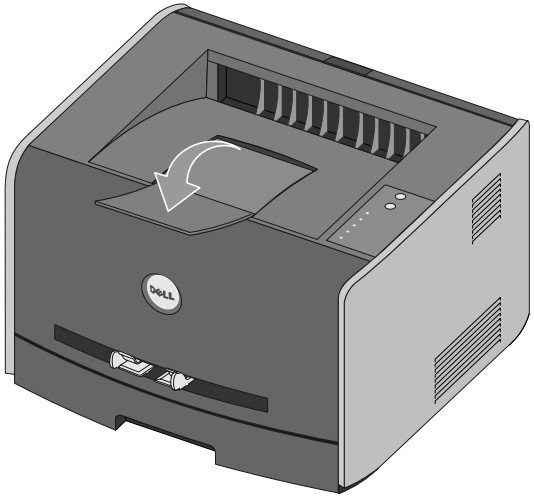
If you are loading legal or folio size paper, press down on the latch at the back of the tray and expand the tray until the extender locks into place.



5 Insert the tray.



6 Extend the paper support on the output bin.

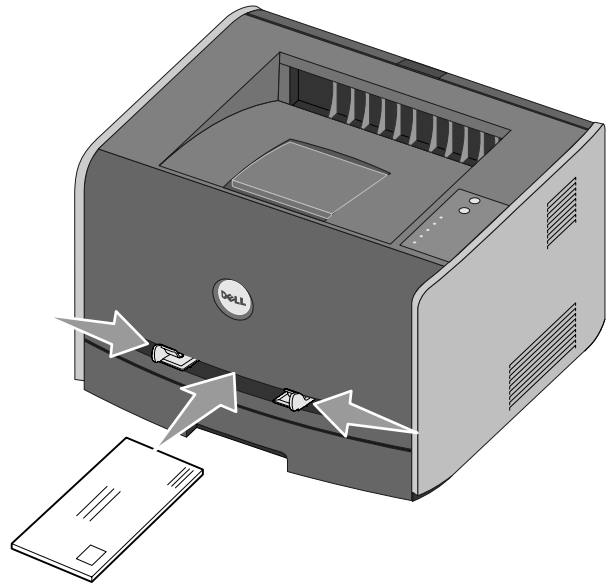


Loading the Manual Feeder

The manual feeder is located at the front of your printer and can only feed one sheet of print media at a time. You can use the manual feeder to make quick runs of paper types or sizes that are not currently loaded in the paper tray.

To load the manual feeder:

1. Place a sheet of the selected print media, print side facing up, at the center of the manual feeder, but only to the point where its leading edge can contact the paper guides. Otherwise, the printer will engage the print media too soon and skew the print job.
2. Adjust the paper guides to the print media's width.



3. Hold both sides of the print media close to the manual feeder and push it into the printer until it automatically engages.

   There is a brief pause between the time the printer engages the print media and when it feeds into the printer.

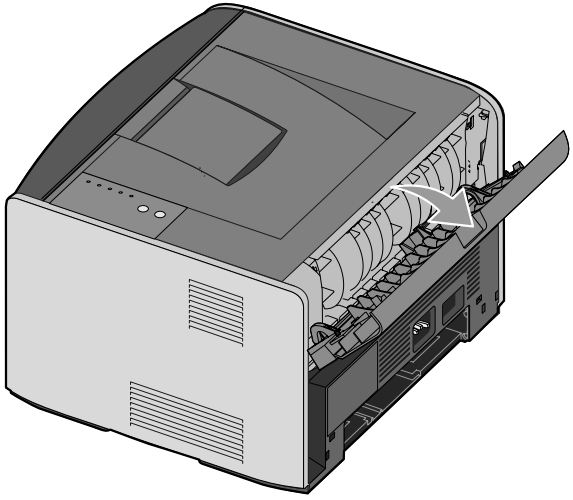
NOTICE: Do not force the print media into the feeder. Forcing the media causes jams.

- Insert envelopes with the flap side face down and with the stamp area on the top right side.
- Hold transparencies by the edges and avoid touching the print side. Oils from your fingers that are deposited on the transparency can affect print quality.
- Load letterhead face-up, with the top of the sheet entering the printer first.
- If you experience problems with paper feed, turn the paper around.

Using the Rear Exit

The single-sheet rear exit provides a straight-through paper path to help reduce curling and potential jams. This is especially useful for specialty media, such as transparencies, envelopes, labels, card stock, or index cards.

To use the rear exit, simply open the rear exit door. When the rear exit door is open, all print media comes out the rear exit. When closed, all media is sent to the output bin on top of the printer.



Print Media Guidelines

Selecting the right paper or other media reduces printing problems. For best print quality, try a sample of the paper or specialty media you are considering before buying large quantities.

CAUTION: Your product uses a printing process that heats the print media, and heat can cause certain media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting appropriate print media to avoid the possibility of harmful emissions.

- Use 20 lb (75 g/m^2) xerographic paper.
- Use transparencies designed for laser printers.
- Use paper labels designed for laser printers.
- Use envelopes made from 24 lb (90 g/m^2) bond paper. To reduce paper jams, do not use envelopes that:
  - Have excessive curl
  - Are stuck together
  - Are damaged in any way
  - Contain windows, holes, perforations, cutouts, or embossing
  - Use metal clasps, string ties, or metal folding bars
  - Have postage stamps attached
  - Have any exposed adhesive when the flap is in the sealed position
- Use card stock with a maximum weight of 163 g/m^2 and a minimum size of 3 x 5 in. (76.2 x 127 mm).

Media Types and Sizes

Source	Media and Size	Weight	Capacity
Tray 1	**Paper, Labels:** A4, A5, JIS B5, Letter, Legal, Executive, Folio, Statement **Transparencies:** A4, Letter	16–24 lb (60–90 g/m^2)	250 sheets (20 lb paper) 50 paper labels 50 transparencies
550-Sheet Optional Tray	**Paper, Labels:** A4, A5, JIS B5, Letter, Legal, Executive, Folio, Statement **Transparencies:** A4, Letter	16–24 lb (60–90 g/m^2)	550 sheets (20 lb paper) 50 paper labels 50 transparencies

Source	Media and Size	Weight	Capacity
Manual Feeder	**Paper, Labels:** A4, A5, JIS B5, Letter, Legal, Executive, Folio, Statement **Transparencies:** A4, Letter **Envelopes:** Monarch (7 3/4), 9, Com-10, C5, B5, DL **Cardstock*** **Minimum Feed Size:** 3 x 5 in. (76 x 127 mm) **Maximum Paper Size:** 8.5 x 14 in. (216 mm x 356 mm)	16–43 lb (60–163 g/m^2)	1 sheet (all media types)

*When printing cardstock using the manual feeder, open the rear exit. For more information, see "Using the Rear Exit" on page 23.

3

Setting Up for Local Printing

A local printer is a printer attached to one computer using a USB or parallel cable. *If your printer is attached to a network instead of your computer, go to* "Setting Up for Network Printing" on page 37.

A printer driver is software that lets your computer communicate with your printer.

If you purchased your Dell printer and computer together, the printer drivers and utilities described in the "Software Overview" on page 41 are automatically installed—you are ready to print!

If you purchased your Dell printer separately, use the *Drivers and Utilities* CD to install all the features described in the "Software Overview" on page 41. Use the following table to find the instructions you need for your operating system.

Computer operating system	Go to...
Windows XP Professional x64	page 28
Windows XP	page 29
Windows 2003 Server	page 30
Windows 2000	page 31
Windows NT	page 32
Windows Me	page 32
Windows 98 SE	page 33
Macintosh OS 9.2 and OS 10.2	page 34

You need to complete Microsoft's Plug and Play before installing the custom driver from your printer drivers CD.

For Linux users, refer to the documentation included on the *Drivers and Utilities* CD for installation instructions. To access the documentation, browse to the **unix\docs** folder on the CD.

Using XP Professional x64 With a USB or Parallel Cable

NOTE: Windows XP Professional requires that you have administrative access to install printer drivers on your computer.

When you attached the cable and turned on the printer, the **Found New Hardware Wizard** appeared on your computer screen.

1. Insert the *Drivers and Utilities* CD into your computer.

   The Wizard automatically searches for an appropriate driver.

2. Scroll through the list of drivers until you see **`D:\Drivers\Print\x64\dkaayb40.inf`** selected in the Location column (where **D** is the drive letter of your CD).

3. Click **Next**.

   The wizard copies all of the necessary files and installs the printer drivers.

4. Click **Finish** when the software is installed.

5. The *Drivers and Utilities* CD should launch the installation software automatically.

   If the CD does not automatically launch, click **Start→Run**, type **`D:\setup.exe`** (where **D** is the drive letter of your CD), and then click **OK**.

6. When the *Drivers and Utilities* CD screen appears, click **Personal Installation - Install the printer for use on this computer only** to install the additional software for your printer.

7. Select your printer from the drop-down box.

8. Select **Typical Installation (recommended)**, and then click **Install**.

   When all of the files are installed on your computer, the Congratulations screen appears.

9. Click **Print a Test Page** to verify printer setup.

10. Click **Finish** to exit when the test page prints successfully.

Using Windows XP With a USB or Parallel Cable

NOTE: Windows XP Professional requires that you have administrative access to install printer drivers on your computer.

When you attached the cable and turned on the printer, the **Found New Hardware Wizard** appeared on your computer screen.

1. Insert the *Drivers and Utilities* CD into your computer.

   The Wizard automatically searches for an appropriate driver.

2. Scroll through the list of drivers until you see **`D:\Drivers\Print\Win_2kXP\dkaay2da.inf`** selected in the Location column (where **D** is the drive letter of your CD).

3. Click **Next**.

   The wizard copies all of the necessary files and installs the printer drivers.

4. Click **Finish** when the software is installed.

5. The *Drivers and Utilities* CD should launch the installation software automatically.

   If the CD does not automatically launch, click **Start→Run**, type **`D:\setup.exe`** (where **D** is the drive letter of your CD), and then click **OK**.

6. When the *Drivers and Utilities* CD screen appears, click **Personal Installation - Install the printer for use on this computer only** to install the additional software for your printer.

7. Select your printer from the drop-down box.

8. Select **Typical Installation (recommended)**, and then click **Install**.

   When all of the files are installed on your computer, the Congratulations screen appears.

9. Click **Print a Test Page** to verify printer setup.

10. Click **Finish** to exit when the test page prints successfully.

Using Windows 2003 Server With a USB or Parallel Cable

When you attached the cable and turned on the printer, the **Found New Hardware Wizard** appeared on your computer screen.

1. Insert the *Drivers and Utilities* CD into your computer.

   The Wizard automatically searches for an appropriate driver.

2. Scroll through the list of drivers until you see **`D:\Drivers\Print\Win_2kXP\dkaay2da.inf`** selected in the Location column. Instead of D:\ you will see the letter of your CD-ROM drive.

3. Click **Next**.

   The wizard copies all of the necessary files and installs the printer drivers.

4. Click **Finish** when the software is installed.

5. The *Drivers and Utilities* CD should launch the installation software automatically.

   If the CD does not automatically launch, click **Start→ Run**, type **`D:\setup.exe`** (where D is the drive letter of your CD), and then click **OK**. When the **File Download** screen appears, click **Open**.

6. When the *Drivers and Utilities* CD screen appears, click **Personal Installation - Install the printer for use on this computer only** to install the additional software for your printer.

7. Select your printer from the drop-down box.

8. Select **Typical Installation (recommended)**, and then click **Install**.

   When all of the files are installed on your computer, the Congratulations screen appears.

9. Click **Print a Test Page** to verify printer setup.

10. Click **Finish** to exit when the test page prints successfully.

Using Windows 2000 With a USB or Parallel Cable

When you attached the cable and turned on the printer, the **Found New Hardware Wizard** appeared on your computer screen.

1. Insert the *Drivers and Utilities* CD, and then click **Next**.
2. Select **Search for a suitable driver**, and then click **Next**.
3. Select **Specify a location only**, and then click **Next**.
4. Browse to the location of the printer driver on the *Drivers and Utilities* CD: **`D:\Drivers\Print\Win_2kXP\`** (where **D** is the drive letter of your CD).
5. Click **Open**, and then click **OK**.
6. Click **Next** to install the driver that is displayed: **`D:\Drivers\Print\Win_2kXP\dkaay2da.inf`**.
7. Click **Finish** when the software is installed.
8. The *Drivers and Utilities* CD should launch the installation software automatically.

   If the CD does not automatically launch, click **Start→Run**, type **`D:\setup.exe`** (where **D** is the drive letter of your CD), and then click **OK**.
9. When the *Drivers and Utilities* CD screen appears, click **Personal Installation - Install the printer for use on this computer only** to install the additional software for your printer.
10. Select your printer from the drop-down box.
11. Select **Typical Installation (recommended)**, and then click **Install**.

    When all of the files are installed on your computer, the Congratulations screen appears.
12. Click **Print a Test Page** to verify printer setup.
13. Click **Finish** to exit when the test page prints successfully.

Using Windows NT With a Parallel Cable

NOTE: You need administrative access to install printer drivers on your computer.

1. Insert the *Drivers and Utilities* CD.
2. When the *Drivers and Utilities* CD screen appears, click **Personal Installation - Install the printer for use on this computer only** to install the additional software for your printer.
3. Select your printer from the drop-down box.
4. Select **Typical Installation (recommended)**, and then click **Install**.

   When all of the files are installed on your computer, the Congratulations screen appears.
5. Click **Finish** to exit the *Drivers and Utilities* CD screen.

Using Windows Me With a USB or Parallel Cable

NOTE: Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

If you are connecting the printer using a USB cable, you must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer and computer, the **Add New Hardware Wizard** screen appeared on your computer screen.

1. Insert the *Drivers and Utilities* CD.

   If you are using a USB cable, the Wizard automatically searches for the USB driver on the CD and installs it.

   If you are using a parallel cable, skip to step 3.
2. After the USB port driver is found, click **Finish**.
3. Select **Automatic search for the best driver (recommended)**, and then click **Next**.

   The wizard searches for a printer driver.
4. Select **D:\Drivers\Print\Win_9xMe\<your language folder>\dkaay2da.inf** from the list on the screen (where **D** is the drive letter of your CD), and then click **OK**.
5. Click **Next** to install the printer driver.
6. Click **Next** to complete installation.
7. Use the default printer name (for example, Dell Laser Printer 1710) or type a unique name for your printer, and then click **Next**.

8 Click **Yes (recommended)**, and then click **Finish** to print a test page.

9 After the test page prints, click **Yes** to close the window.

10 Click **Finish** to complete the installation and close the wizard.

11 The *Drivers and Utilities* CD should launch the installation software automatically.

If the CD does not automatically launch, click **Start→Run**, type **`D:\setup.exe`** (where **D** is the drive letter of your CD), and then click **OK**.

12 When the *Drivers and Utilities* CD screen appears, click **Personal Installation - Install the printer for use on this computer only** to install the additional software for your printer.

13 Select your printer from the drop-down box.

14 Select **Typical Installation (recommended)**, and then click **Install**.

When all of the files are installed on your computer, the Congratulations screen appears.

15 Click **Finish** to exit the *Drivers and Utilities* CD screen.

Using Windows 98 SE With a USB or Parallel Cable

NOTE: Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

If you are connecting the printer using a USB cable, you must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer, the **Found New Hardware Wizard** appeared on your computer screen.

1 Insert the *Drivers and Utilities* CD, and then click **Next**.

2 Select **Search for a suitable driver**, and then click **Next**.

3 If you are using a USB cable, select **CD-ROM drive** *only*, and then click **Next**.

If you are using a parallel cable, skip to step 8.

4 After the wizard finds the USB port driver, click **Next**.

5 When the USB port driver is installed, click **Finish**.

The wizard prompts you to search for new drivers.

6 Click **Next** to search for a printer driver.

7 Select **Search for a suitable driver**, and then click **Next**.

8. Select **Specify a location only**, and then click **Next**.
9. Browse to the location of the printer driver on the *Drivers and Utilities* CD: **D:\Drivers\Print\Win_9xMe\<your language folder>\dkaay2da.inf** (where **D** is the drive letter of your CD).
10. Highlight the driver, and then select **to install the updated driver (recommended).**
11. Click **Next**.
12. Click **Next** to complete installation.
13. Use the default printer name (for example, Dell Laser Printer 1710) or type a unique name for your printer, and then click **Next**.
14. Select **Yes** to print a test page, and then click **Finish**.

    All the necessary files are installed on your computer.
15. After the test page prints, click **Yes** to close the message window.
16. Click **Finish** to complete the installation.
17. The *Drivers and Utilities* CD should launch the installation software automatically.

    If the CD does not automatically launch, click **Start** → **Run**, type **D:\setup.exe** (where **D** is the drive letter of your CD), and then click **OK**.
18. When the *Drivers and Utilities* CD screen appears, click **Personal Installation - Install the printer for use on this computer only** to install the additional software for your printer.
19. Select your printer from the drop-down box.
20. Select **Typical Installation (recommended)**, and then click **Install**.

    When all of the files are installed on your computer, the Congratulations screen appears.
21. Click **Finish** to exit the *Drivers and Utilities* CD screen.

Using Macintosh OS 9.2 and OS 10.2

The most current drivers for Macintosh are available for download on Dell's website.

1. Go to **support.dell.com**, and click **Small Business**.
2. Under **Product Support**, click **Downloads & Drivers**.
3. From the **Product Model** drop-down list, select **Printer**, and then select **1710n (Network Laser)**.
4. Click the **arrow** icon.
5. From the **Select Your Download Category** drop-down list, select **Printer Drivers**.

6 From the **Select an Operating System** drop-down list, select **Not Applicable**.

7 From the **Select an Operating System Language** drop-down list, select your language.

8 Click **Submit**.

9 Under **Printer Drivers**, select your printer from the list.

10 Under **Driver**, select your printer driver from the list.

11 Click on the driver filename.

12 Select **Download Now Using HTTP** or **Download Now Using FTP**.

13 Click on **I agree**.

14 Select **Save to Disk**, and then click **OK**.

15 Select a location, and then click **Save**.

16 Browse to the file on your computer, and double-click it to launch the installation software.

17 When the installation software launches, click **Continue**.

18 Proceed through the software installation screens.

4

Setting Up for Network Printing

Print and Check the Network Setup Page

1. When the **Ready/Data** light is on solid, press and release **Continue** to print a menu settings page and a network setup page.
2. Under the Standard Network Card heading on the network setup page, make sure **Status** is **Connected**.

   If **Status** is **Not Connected**:

   - Make sure the Ethernet cable is firmly plugged into the back of the printer.
   - Plug the Ethernet cable into another wall outlet.
3. Under the "TCP/IP" heading on the network setup page, make sure the IP address, netmask, and gateway are what you expected.

   If you need to change the IP address, run the **Set IP Address Utility** from the *Drivers and Utilities* CD.

Disable Windows XP Firewall

If your printer is connected directly to a network and the Windows XP firewall is enabled, you cannot view your networked printer(s) when you run the printer installation software. To prevent this situation, disable the Windows XP firewall before you install the printer software. To disable or enable your XP firewall, perform the following steps.

NOTICE: Dell recommends that you enable your Windows XP firewall after you install the printer software. Enabling the Windows XP firewall after you install the printer software does not limit the use of your network printer.

1. Click the **Start→Help and Support**.
2. In the **Search** box, type `firewall`, and then click the green arrow.
3. In the **Pick a Task** list, click **Enable or disable Internet Connection Firewall**, and then follow the instructions on the screen.

After you have disabled the Windows XP firewall, continue with printer installation.

Run the Installation Software

1. Insert the *Drivers and Utilities* CD into your computer.
2. The *Drivers and Utilities* CD should launch the installation software automatically.

   If the CD does not automatically launch, click **Start→Run**, type **`D:\setup.exe`** (where **D** is the drive letter of your CD), and then click **OK**.
3. When the *Drivers and Utilities* CD screen appears, click **Network Installation - Install the printer for use on a network**.
4. For local installation, select **Install printer on this computer**, and then click **Next**.

   For remote installation:

   a. Select **Install printer on one or more remote computers**, and then click **Next**.

   b. Enter your Administrator user name and password, and then click **Add**.

   c. Select the clients or servers, and then click **Next**.
5. Select the network printer you would like to install. If you do not see your printer listed, click **Update** to refresh the list or click **Add Printer** to add a printer to the network.

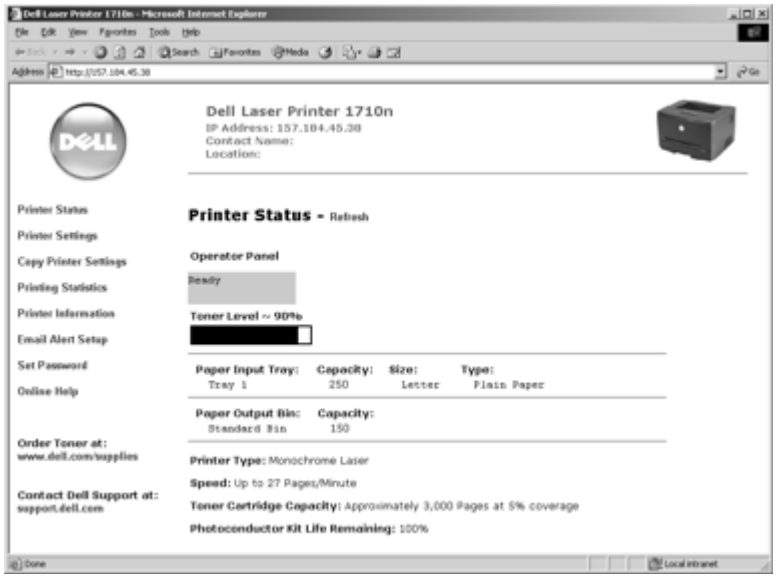
   If you are setting up a print server, proceed to step 6. A print server is a computer that manages all client print jobs on a network.

   If you are setting up a client, skip to step 7. A client is one computer that is directly attached to the printer.
6. Select **I am setting up this printer on a server**, and then click **Next**.
7. Select your printer from the list. If you would like to change the printer name listed, enter a new name in the **Printer Name** field.
8. If you want other users on the network to access this printer, select **Share this printer with other computers**, and then enter a share name that users will easily identify.
9. Click **Next**.
10. Select the software and documentation you want to install, and then click **Install**. For more information, see "Software Overview" on page 41.
11. When the Congratulations! screen appears, select whether or not to restart your computer, and then click **Finish**.

Use the **Dell Printer Configuration Web Tool**, also known as the **Printer Embedded Web Server**, to monitor the status of your network printer without leaving your desk. You can view and/or change the printer configuration settings, monitor toner level, and when it is time to order replacement toner cartridges, just click the Dell supplies link right from your Web browser.

NOTE: The **Dell Printer Configuration Web Tool** is not available when the printer is locally attached to a print server.

To launch the **Dell Printer Configuration Web Tool**, type the network printer IP address in your Web browser, and the printer configuration appears on the screen. Refer to your *User's Guide* for more information.



You can set up the **Dell Printer Configuration Web Tool** to send you an email when the printer needs supplies or intervention.

To set up email alerts:

1. Launch the **Dell Printer Configuration Web Tool**.
2. Click **Email Alert Setup**.
3. Under **Setup Email Server**, enter the Primary SMTP Gateway and the Reply Address.
4. Under **Setup Email Lists and Alerts**, enter your email address or the key operator's email address in the email list box.
5. Click **Submit**.

For additional network set-up configurations, refer to your *User's Guide*.

5

Software Overview

Use the *Drivers and Utilities* CD that came with your printer to install a combination of software applications, depending on your operating system.

NOTE: If you purchased your printer and computer separately, you must use the *Drivers and Utilities* CD to install these software applications.

NOTE: These software applications are not available with Linux or Macintosh.

Dell™ Toner Management System

Status Monitor Center

NOTE: This application is not available with Windows 98 SE or Me, or when the printer is connected locally to a computer.

Use the Status Monitor Center to manage multiple Status Monitors.

- Double-click a printer name to open its Status Monitor, or select **Run** to open a Status Monitor for a particular printer.
- Select **View** to change the appearance of the list of printers.
- Select **Help** to read the online Help.

Printing Status Window

NOTE: This application is not available with Windows NT, 98 SE, or Me, or when the printer is connected to a network.

The Printing Status window displays the status of the printer (Printer Ready, Printer Offline, and Error-Check Printer) and the name of the job when you send a job to print.

The Printing Status window also displays the level of toner so you can:

- Monitor the toner level for your printer.
- Click **Order Toner** to order replacement toner cartridges.
  See "Dell Printer Supplies Reorder Application" on page 42 for more information.

Dell Printer Supplies Reorder Application

NOTE: This application is not available with Windows 98 SE or Me.

The Order Supplies dialog box can be launched from the Printing Status window, the Programs window, or the desktop icon.

You can order toner by phone or from the Web.

1. Click **Start→Programs** or **All Programs→Dell Printers→Dell Laser Printer 1710→Dell Printer Supplies Reorder Application**.
   The Order Supplies window appears.
2. If ordering from the Web, click **Visit Dell's cartridge ordering web site.**
3. If ordering by phone, call the number that appears under the By Telephone heading.

Dell Local Printer Settings Utility

NOTE: This application is not available when the printer is connected to a network.

Use the Dell Local Printer Settings Utility to change and save printer settings not available from the printer driver. When you change these settings, they remain in effect until you make another selection and apply it, or until you restore the original printer settings (called factory default settings). The settings are organized by menu, much like a printer operator panel.

The Dell Local Printer Settings Utility is installed automatically on your computer when you install the Dell printer driver. Click **Start→Programs** or **All Programs→Dell Printers→Dell Laser Printer 1710→Dell Local Printer Settings Utility**. The Dell Local Printer Settings Utility only functions with printers connected directly to the computer.

For more information, refer to your *User's Guide*.

Set IP Address Utility

NOTE: This application is not available when the printer is connected locally to a computer.

The Set IP Address Utility lets you set up an IP address and other important IP parameters. For more information, refer to your *User's Guide*.

Dell Printer Software Uninstall

Use the Uninstall Software Utility to remove any currently installed printer software or printer objects. You can access the Uninstall Software Utility two ways:

- For Windows XP only: Click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes**.

  For all others: Click **Start→Settings→Printers**.

  a Select the printer object to uninstall, and then right-click the mouse.

  b Select **Dell Software Uninstall**.

  c Select the components to uninstall, and then click **Next**.

  d Click **Uninstall Now**.

  e Click **OK** when the uninstall is complete.

- Click **Start→Programs** or **All Programs→Dell Printers→Dell Laser Printer 1710**.

  a Select **Dell Printer Software Uninstall**.

  b Select the components to uninstall, and then click **Next**.

  c Click **Uninstall Now**.

  d Click **OK** when the uninstall is complete.

Driver Profiler

Use the Driver Profiler to create driver profiles that contain custom driver settings. A driver profile can contain a group of saved printer driver settings and other data for things such as:

- Print orientation and N-Up (document settings)
- Installation status of an output tray (printer options)
- User-defined paper sizes (custom papers)
- Simple text and watermarks
- Overlay references
- Font references
- Form associations

For more information, refer to your *User's Guide*.

Dell Printer Configuration Web Tool

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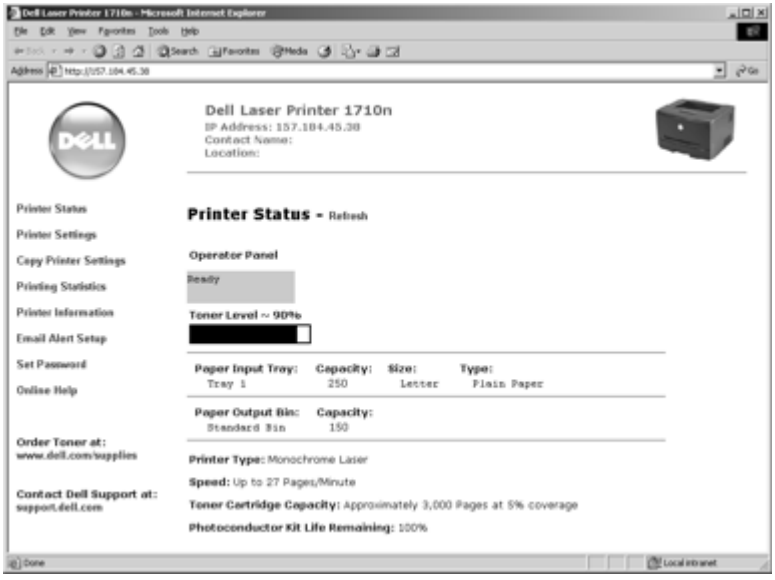

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To set up email alerts:

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2. Click **Email Alert Setup**.
3. Under **Setup Email Server**, enter the Primary SMTP Gateway and the Reply Address.
4. Under **Setup Email Lists and Alerts**, enter your email address or the key operator's email address in the email list box.
5. Click **Submit**.

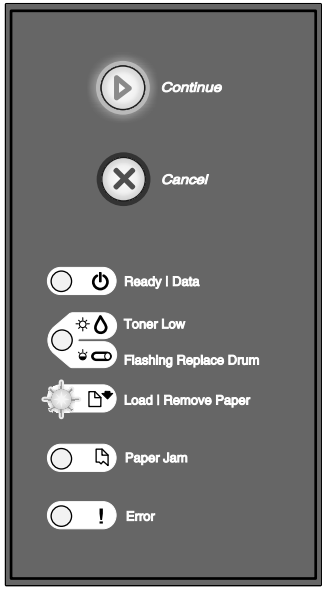
6

Printing

Manually Feeding a Print Job

The manual feeder is located at the front of your printer and can only feed one sheet of print media at a time.

When using the manual feeder, send the print job to the printer before loading the print media. When the printer is ready, it will display the **Load Manual Feeder** light sequence, at which point you should load the media.



To manually feed a print job:

1. From the computer's software application, select **File** → **Print**.
2. Click **Properties** (or **Options**, **Printer**, or **Setup**, depending on the application) to view the printer driver settings.
3. Click the **Paper** tab.

4 Select **Manual paper** from the Paper tray drop-down list.

5 Select the appropriate Paper size and type.

6 Click **OK**.

7 Click **OK** on the Print window to send the job to print.

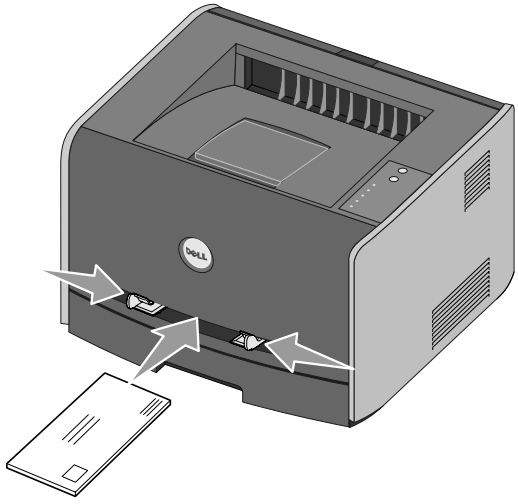
The printer displays the **Load Manual Feeder** light sequence.

8 Place a sheet of the selected print media, print side facing up, at the center of the manual feeder, but only to the point where its leading edge can contact the paper guides.

- Hold transparencies by the edges and avoid touching the print side. Oil from your fingers can affect print quality.
- Insert envelopes with the flap side face down and with the stamp area as shown.
- Load letterhead face up, with the top of the sheet first.
- If you experience problems with paper feed, turn the paper over.

9 Adjust the paper guides to the print media's width.

10 Hold both sides of the print media close to the manual feeder, and push it into the printer until it automatically engages.



There is a brief pause between the time the printer engages the print media and when it feeds into the printer.

NOTICE: Do not force the print media into the feeder. Forcing the media causes jams.

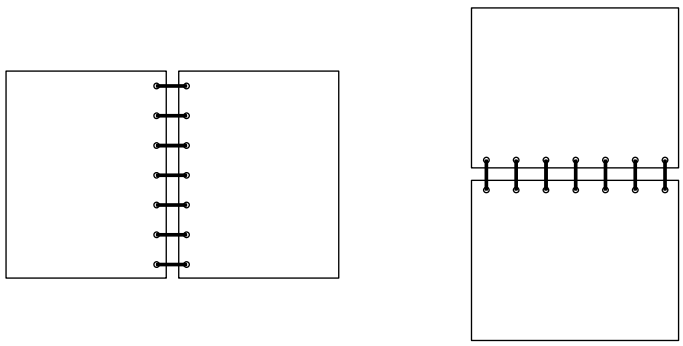
Printing on Both Sides of the Paper (Manual Duplex)

Printing on both sides of the paper reduces printing costs.

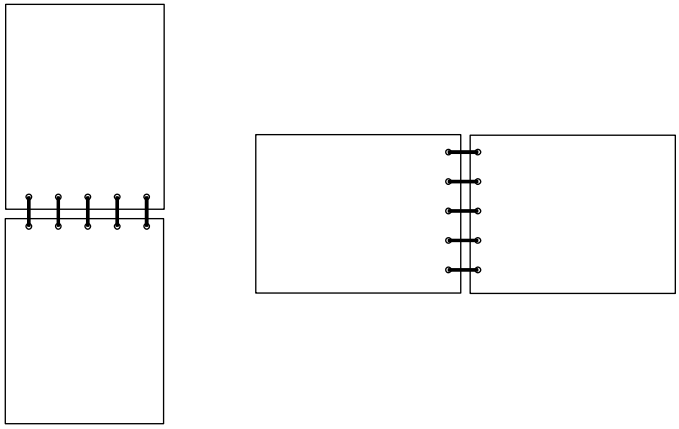
Although you can use Tray 1 or the 550-sheet tray to print the first side of the duplex job, only use Tray 1 to print the second side.

You can choose how you want your job duplexed: Long Edge or Short Edge.

- Long Edge means pages are bound along the long edge of the page (left edge for portrait, top edge for landscape).



- Short Edge means pages are bound along the short edge of the page (top edge for portrait, left edge for landscape).



To manually duplex a print job:

1. From the computer's software application, select **File** → **Print**.
2. Click **Properties** (or **Options**, **Printer**, or **Setup**, depending on the application) to view the printer driver settings.
3. From the Page Layout tab, select **2-sided printing**.
4. Select either **Long Edge** or **Short Edge**.
5. Select **Manual 2-sided printing**.
6. Click the **Paper** tab.
7. Select the appropriate **Input options** for your print job.
8. Click **OK**.
9. Click **OK** on the Print window.

   The printer prints every other page of the document first. Once the first side of your job prints, the **Load Paper** light comes on, and the **Continue** light blinks.
10. Load the paper back into the printer with the already-printed side up and the top of the page toward the front of the tray.

Printing Multiple Page Images on One Page (N-Up Printing)

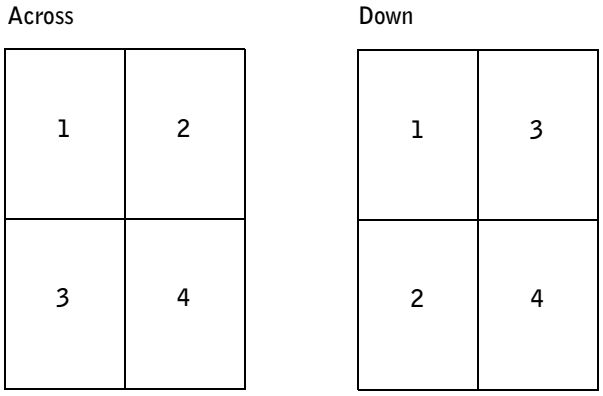
The Multipage Printing (N-up) setting is used to print multiple page images on a single page. For example, 2-up means two page images are printed on one page, 4-up means four page images are printed on one page, and so on.

The printer uses the Multipage Order, Multipage View, and Multipage Border settings to determine the order and orientation of the page images, and whether a border is printed around each page image.

1. From the computer's software application, select **File** → **Print**.
2. Click **Properties** (or **Options**, **Printer**, or **Setup**, depending on the application) to view the printer driver settings.
3. From the Page Layout tab, select the number of images per sheet (from the Multipage printing section) and the orientation you would like the paper to have.

   The positioning depends on the number of images and whether the images are portrait or landscape in orientation.

For example, if you select 4-Up multipage printing and portrait orientation, the results differ depending on the Multipage Order value you select:



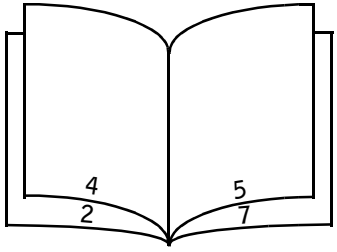
4 To print a visible border around each page image, select **Print page borders**.

5 Click **OK**.

6 Click **OK** on the Print window to send the job to print.

Printing a Booklet

The Booklet setting lets you print multiple pages in booklet form without having to re-format your document so the pages print in the proper order. The pages print so that the finished collated document may be folded along the center of each page to form a booklet.



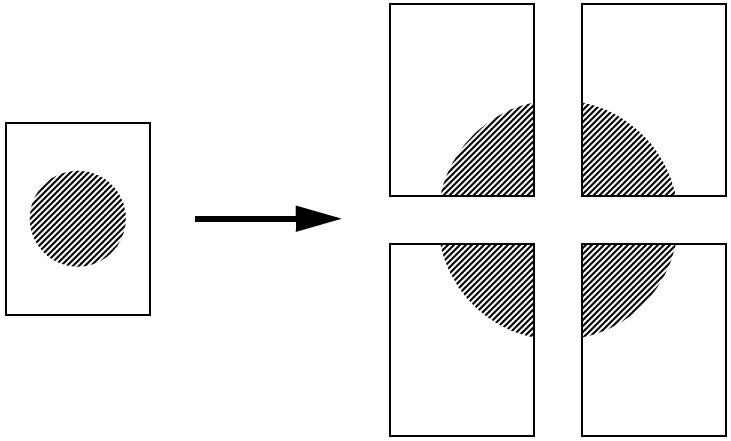
If the document contains many pages, a booklet may have too many pages to fold easily. If you are printing a fairly large booklet, you might want to use the Sheets per Bundle option to specify how many physical pages are put into one bundle. The printer will print the necessary number of bundles, which you can then bind into one booklet. Printing in bundles helps the outside edge of the pages line up more evenly.

You must specify whether or not you want to print using any Duplex printing options before you select to print using the booklet function. Once you choose Print Using Booklet, the controls for the Duplex options are dimmed and remain at the last setting used.

1. From the computer's software application, select **File** → **Print**.
2. Click **Properties** (or **Options**, **Printer**, or **Setup**, depending on the application) to view the printer driver settings.
3. From the Page Layout tab, click **More Page Layout Options**.
4. Click **Booklet**.
5. If your print job is large, you may want to use the Sheets per Bundle option.
6. Select the appropriate binding edge for your print job.
7. To print a visible fold mark on the pages, select **Print fold mark**.
8. Click **OK** twice.
9. Click **OK** on the Print window to send the job to print.

Printing a Poster

The Poster setting lets you print a single image across several pages. Once printed, you can combine the pages to create one large image.



1. From the computer's software application, select **File** → **Print**.
2. Click **Properties** (or **Options**, **Printer**, or **Setup**, depending on the application) to view the printer driver settings.

3 From the Page Layout tab, click **More Page Layout Options**.

4 Click **Poster**.

5 Select the poster size you want by choosing the number of pages to use in the poster.

6 To print crop marks on the pages, select **Print crop marks**.

7 Select the amount of overlap you want each page to have.

8 Click **OK** twice.

9 Click **OK** on the Print window to send the job to print.

Printing on Letterhead

To print on letterhead, make sure the paper is loaded with the proper orientation.

1 Make sure the letterhead is properly loaded according to the paper source you are using:

- **Tray 1 or 2**—Load the letterhead paper with the design side facing down. The top edge of the sheet with the logo should be placed at the front of the tray.
- **Manual feeder**—Load the letterhead paper face-up, with the top of the sheet first.

NOTE: If you are using the manual feeder, first send the job to print, then load the letterhead when the printer displays the Load Manual Feeder light sequence (see "Manually Feeding a Print Job" on page 47).

2 From the computer's software application, select **File** → **Print**.

3 Click **Properties** (or **Options**, **Printer**, or **Setup**, depending on the application) to view the printer driver settings.

4 Click the **Paper** tab.

5 Select **Letterhead** from the Paper type drop-down lists.

6 Select the appropriate paper size and tray.

7 Click **OK**.

8 Click **OK** on the Print window to send the job to print.

Canceling a Print Job

A print job can be canceled from the operator panel or from your computer. The **Cancel Job** light sequence is displayed on the operator panel while the job is being cancelled.

From the printer operator panel

Press and release **Cancel** to cancel the job currently printing.

From your computer

1. For Windows XP only: Click **Start** → **Control Panel** → **Printers and Other Hardware** → **Printers and Faxes**.

   For all others: Click **Start** → **Settings** → **Printers**.

2. Double-click the printer you are using to print the job.

   A list of print jobs appears.

3. Right-click the document you want to stop printing, and then click **Cancel**.

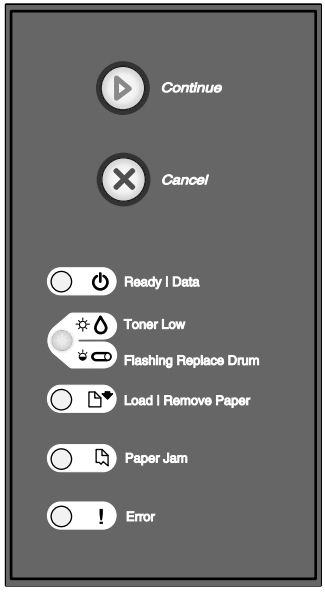
7

Maintaining Your Printer

Replacing the Toner Cartridge

You can determine approximately how much toner is left in your cartridge by printing the printer settings configuration sheet. This helps you decide when you might need to order replacement supplies. For more information on printing the printer settings configuration sheet, see "Printing the Printer Settings Configuration Sheet" on page 12.

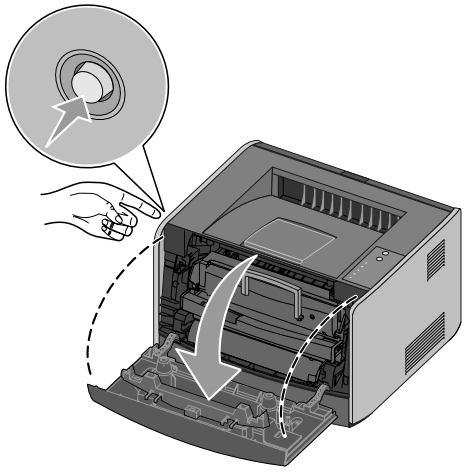
Also, the **Toner low** light sequence is displayed when the toner cartridge is nearly empty. You can still print for a short time while this sequence is displayed, but print quality begins to decrease as the toner level decreases.



When the **Toner low** light sequence appears or when you experience faded print, remove the toner cartridge. Firmly shake it side-to-side and front-to-back several times to redistribute the toner, and then reinsert it and continue printing. Repeat this procedure multiple times until the print remains faded. When the print remains faded, replace the toner cartridge.

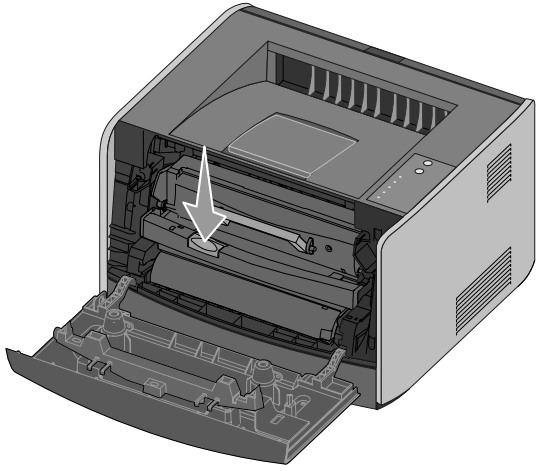
To replace the toner cartridge:

1 Open the front cover by pressing the button on the left side of the printer and lowering the cover.

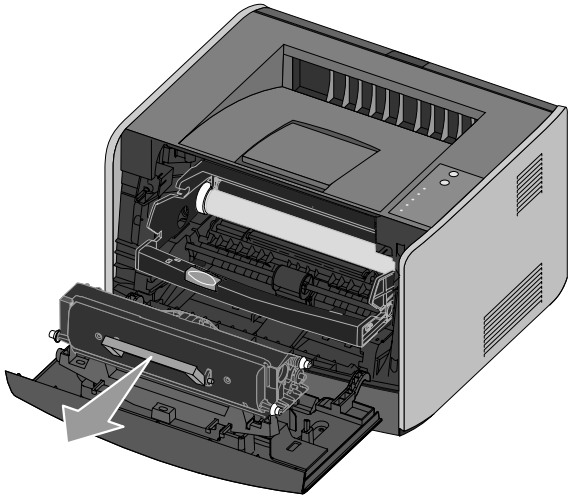


CAUTION: When replacing a toner cartridge, do not leave the new cartridge exposed to direct light for an extended period of time. Extended light exposure can cause print quality problems.

2 Press the button on the base of the toner cartridge assembly.

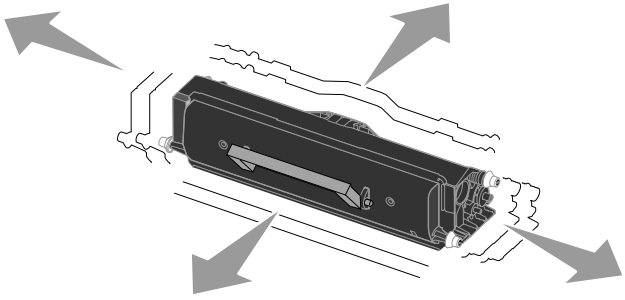


3 Pull the toner cartridge up and out using the handle.

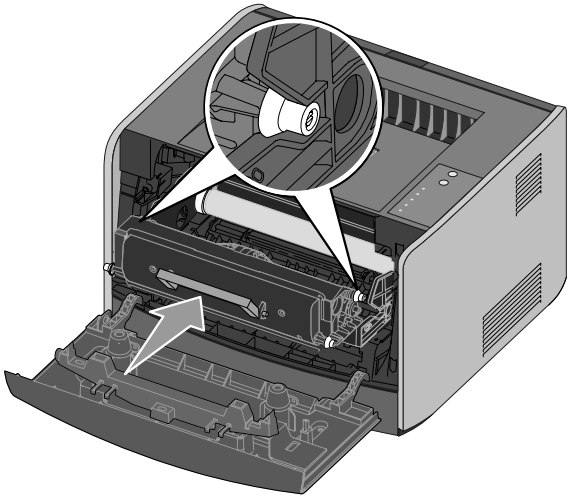


4 Unpack the new toner cartridge.

5 Rotate the cartridge in all directions to distribute the toner.



6 Install the new toner cartridge by aligning the white rollers on the toner cartridge with the white arrows on the tracks of the imaging drum and pushing the toner cartridge in as far as it will go. The cartridge *clicks* into place when correctly installed.



7 Close the front cover.

Replacing the Imaging Drum

You can determine approximately how full the imaging drum is by printing the printer settings configuration sheet. This helps you decide when you might need to order replacement supplies. For more information on printing the printer settings configuration sheet, see "Printing the Printer Settings Configuration Sheet" on page 12.

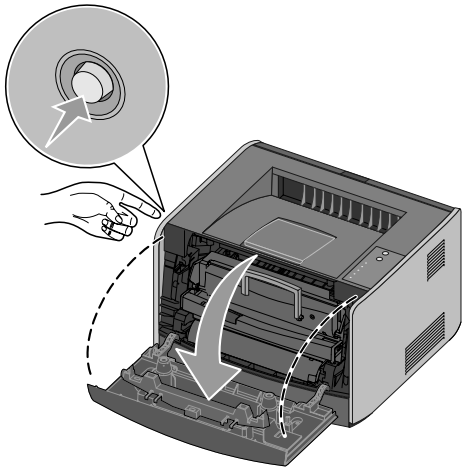
To ensure print quality and to avoid damage to the printer, the printer stops operating after the iamging drum has reached a maximum of 40,000 pages. The printer automatically notifies you before the imaging drum reaches this point. For more information, see “Understanding the Operator Panel Lights” in your *User’s Guide*.

When you first receive the **Replace imaging drum** light sequence you should immediately order a new imaging drum. While the printer may continue to function properly after the imaging drum has reached its official end-of-life (approximately 30,000 pages), print quality begins to significantly decrease until the imaging drum stops operating at the maximum of 40,000 pages.

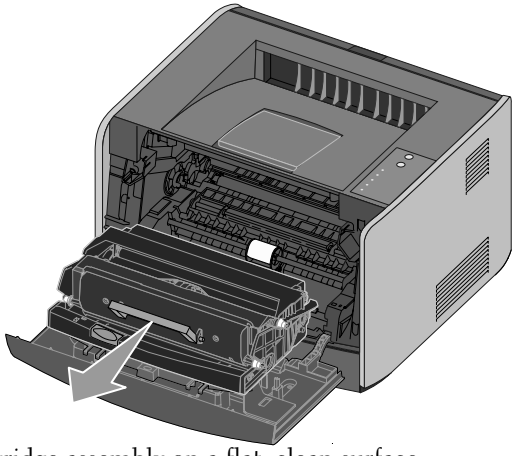
NOTICE: When replacing an imaging drum, do not leave the toner cartridge or the new imaging drum exposed to direct light for an extended period of time. Extended light exposure can cause print quality problems.

To replace the imaging drum:

1 Open the front cover by pressing the button on the left side of the printer and lowering the cover.

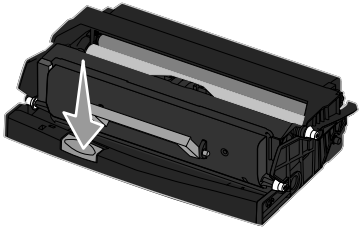


2 Pull the toner cartridge assembly out of the printer by pulling on the toner cartridge handle.

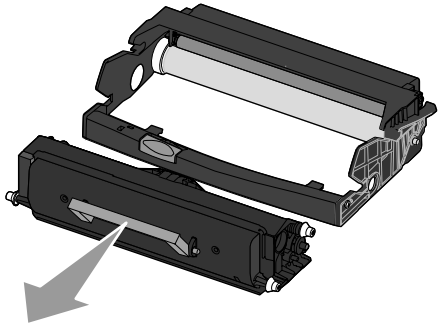


Place the toner cartridge assembly on a flat, clean surface.

3 Press the button on the base of the toner cartridge assembly.

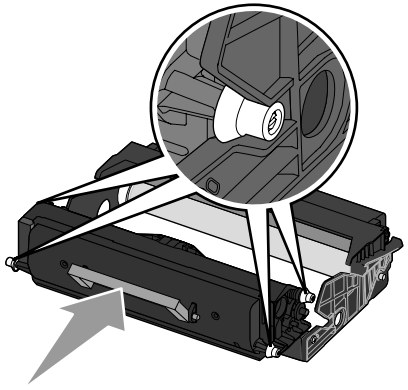


4 Pull the toner cartridge up and out using the handle.

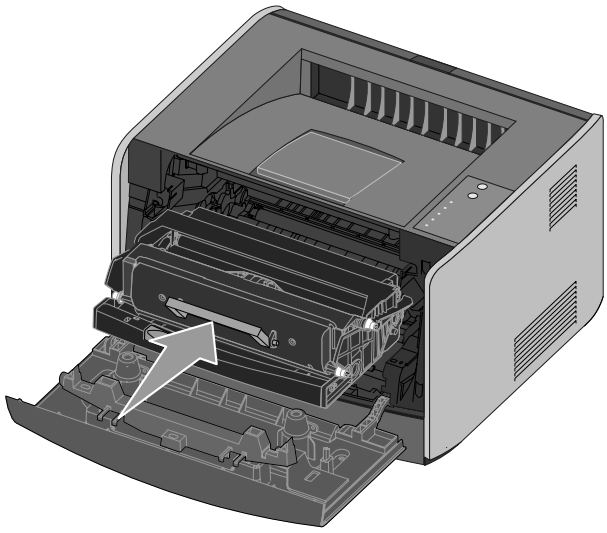


5 Unpack the new imaging drum.

6 Install the toner cartridge into the new toner cartridge assembly by aligning the white rollers on the toner cartridge with the white arrows on the tracks of the imaging drum and pushing the toner cartridge in as far as it will go. The cartridge *clicks* into place when correctly installed.



7 Install the toner cartridge assembly into the printer by aligning the blue arrows on the guides of the toner cartridge assembly with the blue arrows on the tracks in the printer and pushing the toner cartridge assembly in as far as it will go.



8 After you replace the imaging drum, you should reset the imaging drum's counter. To reset the counter, press and hold the **Cancel** ⊗ button until all lights flash in sequence.

NOTICE: Resetting the imaging drum's counter without replacing the imaging drum may damage your printer and void your warranty.

9 Close the front cover.

8

Troubleshooting

Use the following table to find solutions for printing problems you encounter. If you cannot fix the problem, contact Dell at **support.dell.com**. You may have a printer part that requires cleaning or replacement by a service technician.

THE PRINT IS GETTING LIGHT, BUT THE TONER LOW /REPLACE DRUM LIGHT IS NOT ON.

Remove the toner cartridge and firmly shake it from side-to-side and front-to-back several to use the remaining toner, and then reinsert it and continue printing. Repeat this procedure multiple times until the print remains faded. When the print remains faded, replace the toner cartridge. See "Replacing the Toner Cartridge" on page 55 for more information.

THE TONER LOW /REPLACE DRUM LIGHT IS ON (NOT BLINKING).

Remove the toner cartridge and firmly shake it from side-to-side and front-to-back several to use the remaining toner, and then reinsert it and continue printing. Repeat this procedure multiple times until the print remains faded. When the print remains faded, replace the toner cartridge. See "Replacing the Toner Cartridge" on page 55 for more information.

THE TONER LOW /REPLACE DRUM LIGHT IS BLINKING.

The imaging drum is approaching full and will need replacing. Immediately order a new imaging drum and see "Replacing the Imaging Drum" on page 59 for more information.

THE TONER LOW /REPLACE DRUM AND THE ERROR ! LIGHTS ARE BLINKING.

The imaging drum is full and needs replacing. The printer will not print any more pages until the imaging drum is replaced. See "Replacing the Imaging Drum" on page 59 for more information.

THE LOAD PAPER LIGHT **IS ON, EVEN THOUGH THERE IS PAPER LOADED IN THE 250-SHEET OR 550-SHEET TRAY.**

Make sure the tray is pushed all the way in.

THE PRINTER IS ON AND THE ERROR LIGHT **IS ON.**

Make sure the printer cover is closed.

THE OPERATOR PANEL LIGHTS DO NOT COME ON WHEN THE PRINTER IS TURNED ON.

- Wait to see if the lights come on. This may take a few seconds.
- Make sure the power cord is firmly plugged in at the back of the printer and at the electrical outlet.

PAGES ARE BLANK.

- The toner cartridge may be out of toner. Replace the cartridge. See "Replacing the Toner Cartridge" on page 55 for more information.
- You may have a software error. Try turning the printer off and back on.

THE PRINTER IS ON, BUT NOTHING PRINTS

- Make sure the toner cartridge is installed.
- Make sure the parallel, USB, or network cable is firmly plugged into the connector on the back of the printer.
- Press and release **Continue** to print a menu settings page to determine if the problem is with the printer or the computer.
- If you can print a menu settings page, the problem is in the computer or the software program.
- If you cannot print a menu settings page, contact Dell at **support.dell.com**.

YOU CANNOT CLOSE THE FRONT COVER.

Make sure the toner cartridge is positioned correctly.

THE PRINTER HAS MISSING OR DAMAGED PARTS.

Contact Dell at **support.dell.com**.

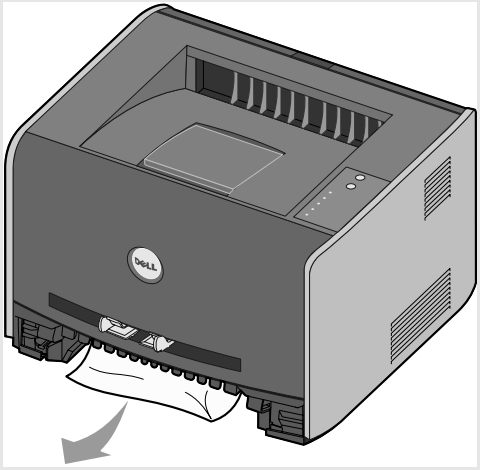
PAPER IS JAMMED IN THE PRINTER.

When a paper jam occurs, the printer stops and the operator panel's **Paper Jam** and **Continue** lights come on. Press and release **Continue** twice quickly to display the specific secondary error paper jam light sequence. Refer to your *User's Guide* for more information.

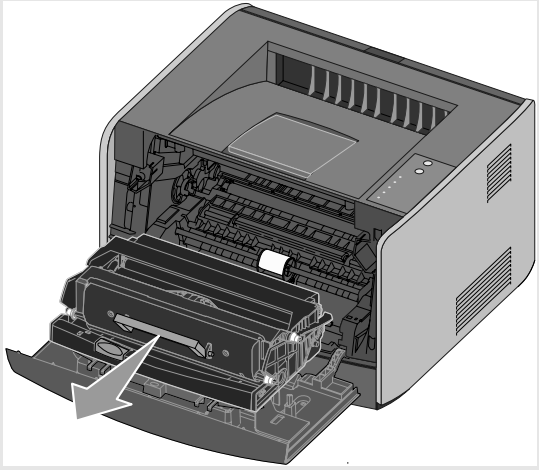
We recommend that you clear the entire paper path when a paper jam occurs.

To clear a paper jam:

1 If you are feeding paper from a tray, remove the tray, and then remove any jams.

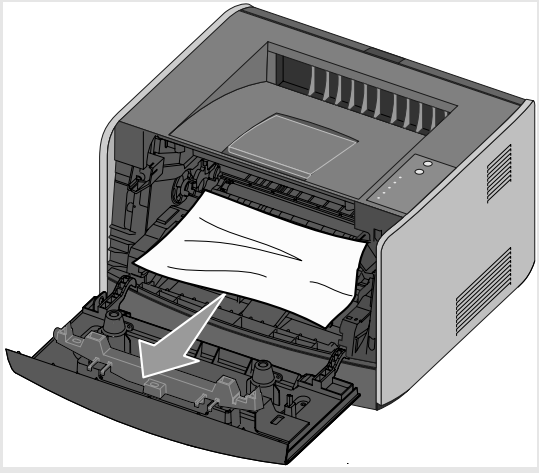


2 Open the front cover and remove the toner cartridge assembly.

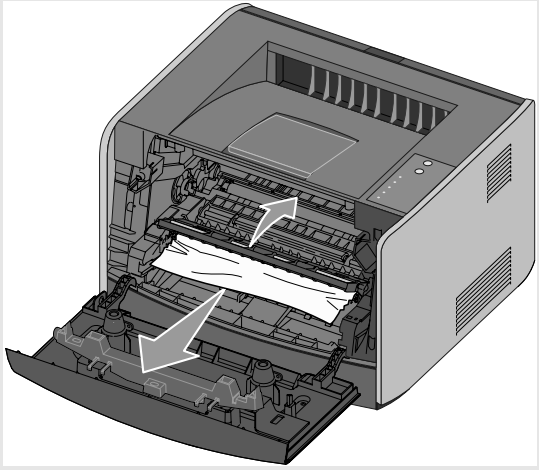


NOTE: Do not leave the toner cartridge assembly exposed to direct light for an extended period of time. Extended light exposure can cause print quality problems.

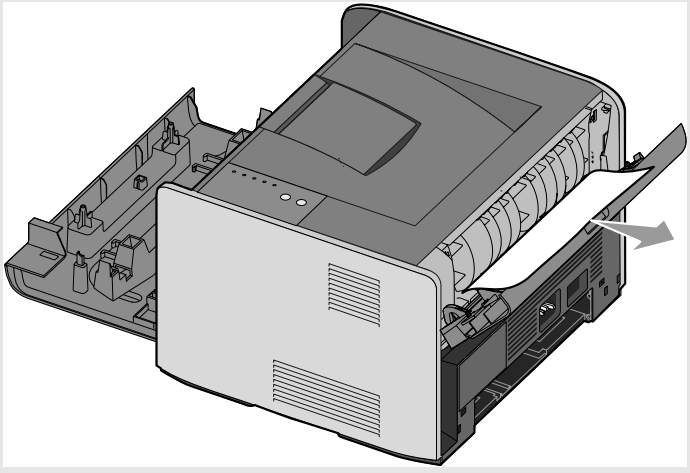
3 Remove any jams in the area behind the toner cartridge assembly.



4 Lift the flap at the front of the printer and remove any jams beneath the flap.



5 Open the rear exit and remove any jams.



6 After you have cleared the jams, reinstall the toner cartridge assembly, make sure all printer covers and trays are closed, and then press **Continue** to resume printing.

NOTE: The printer reprints the pages that caused the paper jam.

For information on operator panel lights or solving print quality problems, refer to your *User's Guide*.

9

Contacting Dell

Technical Assistance

If you need help with a technical problem, Dell is ready to assist you.

1. Call technical support from a telephone near or at the printer so that technical support can assist you with any necessary procedures. When calling Dell, use your Express Service Code to help expedite the routing of your call to the proper support personnel.

   The Express Service Code is located on the back panel of the printer near the serial number for the printer.

NOTE: Dell's Express Service Code system may not be available in all countries.

2. In the U.S., Business customers should call 1-877-459-7298, and Consumer (Home and Home Office) customers should call 1-800-624-9896.

   If you are calling from a different country or are in a different Service area, see "Contacting Dell" on page 70 for your local telephone number.

3. Follow the menu prompts in the automated telephone system to speak with a technical support representative.

Automated Order-Status Service

To check on the status of any Dell products that you have ordered, you can go to **support.dell.com**, or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. See "Contacting Dell" on page 70 for the telephone number to call for your region.

Contacting Dell

To contact Dell electronically, you can access the following websites:

- **www.dell.com**
- **support.dell.com** (technical support)
- **premiersupport.dell.com** (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

NOTE: Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires)	Website: **www.dell.com.ar**	
International Access Code: **00**	E-mail: us_latin_services@dell.com	
Country Code: **54**	E-mail for desktop and portable computers: la-techsupport@dell.com	
City Code: **11**	E-mail for servers and EMC: la_enterprise@dell.com	
	Customer Care	toll-free: 0-800-444-0730
	Tech Support	toll-free: 0-800-444-0733
	Tech Support Services	toll-free: 0-800-444-0724
	Sales	0-810-444-3355
Aruba	General Support	toll-free: 800-1578
Australia (Sydney)	E-mail (Australia): au_tech_support@dell.com	
International Access Code: **0011**	E-mail (New Zealand): nz_tech_support@dell.com	
Country Code: **61**	Home and Small Business	1-300-655-533
City Code: **2**	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Technical Support (portables and desktops)	toll-free: 1-300-655-533
	Technical Support (servers and workstations)	toll-free: 1-800-733-314
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Austria (Vienna)	Website: **support.euro.dell.com**	
International Access Code: **900**	E-mail: tech_support_central_europe@dell.com	
Country Code: **43**	Home/Small Business Sales	0820 240 530 00
City Code: **1**	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
Bahamas	General Support	toll-free: 1-866-278-6818
Barbados	General Support	1-800-534-3066
Belgium (Brussels)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail for French-speaking Customers: **support.euro.dell.com/be/fr/emaildell/**	
Country Code: **32**		
City Code: **2**	Technical Support	02 481 92 88
	Technical Support Fax	02 481 92 95
	Customer Care	02 713 15 65
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
Bermuda	General Support	1-800-342-0671
Bolivia	General Support	toll-free: 800-10-0238
Brazil	Website: **www.dell.com/br**	
International Access Code: **00**	Customer Support, Technical Support	0800 90 3355
Country Code: **55**	Technical Support Fax	51 481 5470
City Code: **51**	Customer Care Fax	51 481 5480
	Sales	0800 90 3390
British Virgin Islands	General Support	toll-free: 1-866-278-6820
Brunei	Customer Technical Support (Penang, Malaysia)	604 633 4966
Country Code: **673**	Customer Service (Penang, Malaysia)	604 633 4949
	Sales (Singapore)	toll-free: 1 800 394 7425

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Canada (North York, Ontario)	Online Order Status: **www.dell.ca/ostatus**	
International Access Code: **011**	AutoTech (automated technical support)	toll-free: 1-800-247-9362
	Customer Care (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Customer Care (med./large business, government)	toll-free: 1-800-326-9463
	Technical Support (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Technical Support (med./large bus., government)	toll-free: 1-800-387-5757
	Sales (Home Sales/Small Business)	toll-free: 1-800-387-5752
	Sales (med./large bus., government)	toll-free: 1-800-387-5755
	Spare Parts Sales & Extended Service Sales	1 866 440 3355
Cayman Islands	General Support	1-800-805-7541
Chile (Santiago)	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823
Country Code: **56**		
City Code: **2**		

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
China (Xiamen)	Technical Support website: **support.dell.com.cn**	
Country Code: **86**	Technical Support E-mail: cn_support@dell.com	
City Code: **592**	Customer Care E-mail: customer_cn@dell.com	
	Technical Support Fax	592 818 1350
	Technical Support (Dell™ Dimension™ and Inspiron™)	toll-free: 800 858 2969
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	toll-free: 800 858 0950
	Technical Support (servers and storage)	toll-free: 800 858 0960
	Technical Support (projectors, PDAs, switches, routers, and so on)	toll-free: 800 858 2920
	Technical Support (printers)	86 592 818 3144 or toll-free: 800 858 2311
	Customer Care	toll-free: 800 858 2060
	Customer Care Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Czech Republic (Prague)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: czech_dell@dell.com	
Country Code: **420**	Technical Support	22537 2727
	Customer Care	22537 2707
	Fax	22537 2714
	Tech Fax	22537 2728
	Switchboard	22537 2711
Denmark (Copenhagen)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/dk/da/emaildell/**	
Country Code: **45**	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Switchboard Fax (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Switchboard Fax (Home/Small Business)	3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777
Finland (Helsinki)	Website: **support.euro.dell.com**	
International Access Code: **990**	E-mail: **support.euro.dell.com/fi/fi/emaildell/**	
Country Code: **358**	Technical Support	09 253 313 60
City Code: **9**	Customer Care	09 253 313 38
	Fax	09 253 313 99
	Switchboard	09 253 313 00

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
France (Paris) (Montpellier)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/fr/fr/emaildell/**	
Country Code: **33**	**Home and Small Business**	
City Codes: **(1) (4)**	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01
Germany (Langen)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: tech_support_central_europe@dell.com	
Country Code: **49**	Technical Support	06103 766-7200
City Code: **6103**	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Greece	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/gr/en/emaildell/**	
Country Code: **30**	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136
Guyana	General Support	toll-free: 1-877-270-4609
Hong Kong	Website: **support.ap.dell.com**	
International Access Code: **001**	Technical Support E-mail: apsupport@dell.com	
Country Code: **852**	Technical Support (Dimension and Inspiron)	2969 3188
	Technical Support (OptiPlex, Latitude, and Dell Precision)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Customer Care	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105
India	Technical Support	1600 33 8045
	Sales (Large Corporate Accounts)	1600 33 8044
	Sales (Home and Small Business)	1600 33 8046

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Ireland (Cherrywood)	Website: **support.euro.dell.com**	
International Access Code: **16**	E-mail: dell_direct_support@dell.com	
Country Code: **353**	Technical Support	1850 543 543
City Code: **1**	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/Sales Fax	01 204 0103
	Switchboard	01 204 4444
Italy (Milan)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/it/it/emaildell/**	
Country Code: **39**	**Home and Small Business**	
City Code: **02**	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	Corporate	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
Jamaica	General Support (dial from within Jamaica only)	1-800-682-3639

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Japan (Kawasaki)	Website: **support.jp.dell.com**	
International Access Code: **001**	Technical Support (servers)	toll-free: 0120-198-498
Country Code: **81**	Technical Support outside of Japan (servers)	81-44-556-4162
City Code: **44**	Technical Support (Dimension and Inspiron)	toll-free: 0120-198-226
	Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 0120-198-433
	Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	Technical Support (PDAs, projectors, printers, routers)	toll-free: 0120-981-690
	Technical Support outside of Japan (PDAs, projectors, printers, routers)	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Large Corporate Accounts Sales (over 3500 employees)	044-556-3430
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Switchboard	044-556-4300
Korea (Seoul)	Technical Support	toll-free: 080-200-3800
International Access Code: **001**	Sales	toll-free: 080-200-3600
Country Code: **82**	Customer Service (Penang, Malaysia)	604 633 4949
City Code: **2**	Fax	2194-6202
	Switchboard	2194-6000
	Technical Support (Electronics and Accessories)	toll-free: 080-200-3801

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
Luxembourg	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: tech_be@dell.com	
Country Code: **352**	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
Macao	Technical Support	toll-free: 0800 105
Country Code: **853**	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115
Malaysia (Penang)	Website: **support.ap.dell.com**	
International Access Code: **00**	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 1 800 88 0193
Country Code: **60**		
City Code: **4**	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1 800 88 1306
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 88 1386
	Customer Service (Penang, Malaysia)	04 633 4949
	Sales	toll-free: 1 800 88 0553

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Mexico	Customer Technical Support	001-877-384-8979
International Access Code: **00**		or 001-877-269-3383
Country Code: **52**	Sales	50-81-8800
		or 01-800-888-3355
	Customer Service	001-877-384-8979
		or 001-877-269-3383
	Main	50-81-8800
		or 01-800-888-3355
Montserrat	General Support	toll-free: 1-866-278-6822
Netherlands Antilles	General Support	001-800-882-1519
Netherlands (Amsterdam)	Website: **support.euro.dell.com**	
International Access Code: **00**	Technical Support	020 674 45 00
Country Code: **31**	Technical Support Fax	020 674 47 66
City Code: **20**	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 43 25
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand	E-mail (New Zealand): nz_tech_support@dell.com	
International Access Code: **00**	E-mail (Australia): au_tech_support@dell.com	
Country Code: **64**	Technical Support (for desktop and portable computers)	toll-free: 0800 446 255
	Technical Support (for servers and workstations)	toll-free: 0800 443 563
	Home and Small Business	0800 446 255
	Government and Business	0800 444 617
	Sales	0800 441 567
	Fax	0800 441 566
Nicaragua	General Support	001-800-220-1006

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Norway (Lysaker)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/no/no/emaildell/**	
Country Code: **47**	Technical Support	671 16882
	Relational Customer Care	671 17575
	Home/Small Business Customer Care	231 62298
	Switchboard	671 16800
	Fax Switchboard	671 16865
Panama	General Support	001-800-507-0962
Peru	General Support	0800-50-669
Poland (Warsaw)	Website: **support.euro.dell.com**	
International Access Code: **011**	E-mail: pl_support_tech@dell.com	
Country Code: **48**	Customer Service Phone	57 95 700
City Code: **22**	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
Portugal	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/pt/en/emaildell/**	
Country Code: **351**	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410, 800 300 411, 800 300 412, or 21 422 07 10
	Fax	21 424 01 12
Puerto Rico	General Support	1-800-805-7545
St. Kitts and Nevis	General Support	toll-free: 1-877-441-4731
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Singapore (Singapore)	Website: **support.ap.dell.com**	
International Access Code: **005** Country Code: **65**	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1800 394 7430
	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 394 7488
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 394 7478
	Customer Service (Penang, Malaysia)	604 633 4949
	Sales	toll-free: 1 800 394 7425
Slovakia (Prague)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: czech_dell@dell.com	
Country Code: **421**	Technical Support	02 5441 5727
	Customer Care	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 7585
South Africa (Johannesburg)	Website: **support.euro.dell.com**	
International Access Code:	E-mail: dell_za_support@dell.com	
09/091	Gold Queue	011 709 7713
Country Code: **27**	Technical Support	011 709 7710
City Code: **11**	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Spain (Madrid)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/es/es/emaildell/**	
Country Code: **34**	**Home and Small Business**	
City Code: **91**	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Care	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/se/sv/emaildell/**	
Country Code: **46**	Technical Support	08 590 05 199
City Code: 8	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Technical Support Fax	08 590 05 594
	Sales	08 590 05 185
Switzerland (Geneva)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: Tech_support_central_Europe@dell.com	
Country Code: **41** City Code: **22**	E-mail for French-speaking HSB and Corporate Customers: **support.euro.dell.com/ch/fr/emaildell/**	
	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Taiwan	Website: **support.ap.dell.com**	
International Access Code: **002**	E-mail: ap_support@dell.com	
Country Code: **886**	Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories)	toll-free: 00801 86 1011
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 00801 60 1256
	Transaction Sales	toll-free: 00801 65 1228
	Corporate Sales	toll-free: 00801 65 1227
Thailand	Website: **support.ap.dell.com**	
International Access Code: **001**	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
Country Code: **66**	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Service (Penang, Malaysia)	604 633 4949
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
Trinidad/Tobago	General Support	1-800-805-8035
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.K. (Bracknell)	Website: **support.euro.dell.com**	
International Access Code: **00**	Customer Care website: **support.euro.dell.com/uk/en/ECare/Form/Home.asp**	
Country Code: **44**		
City Code: **1344**	E-mail: dell_direct_support@dell.com	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
Uruguay	General Support	toll-free: 000-413-598-2521

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: **011**	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Country Code: **1**	**Consumer** (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: **www.dellfinancialservices.com**	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	Business	
	Customer Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	Public (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605

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Appendix

U.S. Terms and Conditions of Sale

These terms and conditions ("Agreement") apply to your purchase of computer systems and/or related products and/or services and support sold in the United States ("Product") by the Dell entity named on the invoice or acknowledgement ("Dell") provided to you. By accepting delivery of the Product, you accept and are bound to the terms and conditions of this Agreement. If you do not wish to be bound by this Agreement, you must notify Dell immediately and return your purchase pursuant to Dell's Total Satisfaction Return Policy.
(See: **http://support.dell.com/ContactUs/ByPhone.aspx?c=us&l=en&s=gen** for our contact information.) If returned, Product(s) must remain in the boxes in which they were shipped. THIS AGREEMENT SHALL APPLY UNLESS (I) YOU HAVE A SEPARATE PURCHASE AGREEMENT WITH DELL, IN WHICH CASE THE SEPARATE AGREEMENT SHALL GOVERN; OR (II) OTHER DELL TERMS AND CONDITIONS APPLY TO THE TRANSACTION.

1. **Other Documents.**

   This Agreement may NOT be altered, supplemented, or amended by the use of any other document(s) unless otherwise agreed to in a written agreement signed by both you and Dell. If you do not receive an invoice or acknowledgement in the mail, via e-mail, or with your Product, information about your purchase may be obtained at **http://support.dell.com/dellcare/Invoice.aspx** or by contacting your sales representative.

2. **Payment Terms; Orders; Quotes; Interest.**

   Payment terms are within Dell's sole discretion, and, unless otherwise agreed to by Dell, payment must be made at the time of purchase. Payment for Product may be made by credit card, wire transfer, or some other prearranged payment method. Dell may invoice parts of an order separately. Your order is subject to cancellation by Dell, at Dell's sole discretion. Unless you and Dell have agreed to a different discount, Dell's standard pricing policy for Dell™-branded systems, which include both hardware and services in one discounted price, allocates the discount off list price applicable to the service portion of the system to be equal to the overall calculated percentage discount off list price on the entire system. Dell is not responsible for pricing, typographical, or other errors, in any offer by Dell and reserves the right to cancel any orders resulting from such errors.

3. **Shipping Charges; Taxes; Title; Risk of Loss.**

   Shipping and handling are additional unless otherwise expressly indicated at the time of sale. Loss or damage that occurs during shipping by a carrier selected by Dell is Dell's responsibility. Loss or damage that occurs during shipping by a carrier selected by you is your responsibility. You must notify Dell within 30 days of the date of your invoice or acknowledgement if you believe any part of your purchase is missing, wrong or damaged. Unless you provide Dell with a valid and correct tax exemption certificate applicable to your purchase of Product and the Product ship-to location, you are responsible for sales and other taxes associated with the order. Shipping dates are estimates only. Title to software will remain with the applicable licensor(s).

4. **Warranties.**

   THE LIMITED WARRANTIES APPLICABLE TO DELL-BRANDED HARDWARE PRODUCT CAN BE FOUND AT **http://www.dell.com/policy/legal/warranty.htm** OR IN THE DOCUMENTATION DELL PROVIDES WITH THE PRODUCT. DELL MAKES NO WARRANTIES FOR SERVICE, SOFTWARE, OR NON-DELL BRANDED PRODUCT. SUCH PRODUCT IS PROVIDED BY DELL "**AS IS.**" WARRANTY AND SERVICE FOR NON-DELL

BRANDED PRODUCT, IF ANY, IS PROVIDED BY THE ORIGINAL MANUFACTURER, NOT BY DELL. DELL MAKES NO EXPRESS WARRANTIES EXCEPT THOSE STATED IN DELL'S APPLICABLE WARRANTY STATEMENT IN EFFECT ON THE DATE OF THE INVOICE, PACKING SLIP OR ACKNOWLEDGEMENT. WARRANTIES AND SERVICE WILL BE EFFECTIVE, AND DELL WILL BE OBLIGATED TO HONOR ANY SUCH WARRANTIES AND SERVICES, ONLY UPON DELL'S RECEIPT OF PAYMENT IN FULL FOR THE ITEM TO BE WARRANTED OR SERVICED.

5 **Software.**

All software is provided subject to the license agreement that is part of the software package and you agree that you will be bound by such license agreement.

6 **Return Policies; Exchanges.**

New and refurbished Product that you purchase directly from Dell (and not a third party) you may return or exchange only in accordance with Dell's return policy in effect on the date of the invoice or acknowledgement. Any returns or exchanges will be made in accordance with Dell's exchange policies in effect on the date of the return or exchange. You must contact us directly before you attempt to return Product to obtain a Return Material Authorization Number for you to include with your return. You must return Product to us in their original or equivalent packaging. You are responsible for risk of loss, shipping and handling fees for returning or exchanging Product. Additional fees may apply. Dell's return policy for Dell-branded Product can be found at: **http://www.dell.com/policy/legal/warranty.htm**. Non-Dell branded software and peripheral return policies can be found at: **http://rcommerce.us.dell.com/rcomm/include/dw_policies.htm**.

Refurbished Product return policies can be found at: **http://www.dell.com/us/en/dfh/topics/segtopic_nav_info_002_info.htm**. If you fail to follow the return or exchange instructions and policies provided by Dell, Dell is not responsible whatsoever for Product that is lost, damaged, modified or otherwise processed for disposal or resale. If you are returning all components in an order, you will be credited the full amount paid for the order. At Dell's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing.

7 **Changed or Discontinued Product.**

Dell's policy is one of ongoing update and revision. Dell may revise and discontinue Product at any time without notice to you and this may affect information saved in your online "cart." Dell will ship Product that has the functionality and performance of the Product ordered, but changes between what is shipped and what is described in a specification sheet or catalog are possible. Parts used in repairing or servicing Product may be new, equivalent-to-new, or reconditioned.

8 **Service and Support.**

Service offerings may vary from Product to Product. If you purchase optional services and support from Dell, Dell and/or your third-party service provider will provide such service and support to you in the United States in accordance with the terms and conditions located at **http://www.dell.com/us/en/gen/services/service_service_contracts.htm** or as mailed to you. You may contact Dell for more information, see **http://www1.us.dell.com/content/topics/segtopic.aspx/contact/contact?c=us&l=en&s=gen** for contact information. Dell and/or the third-party service provider may at their discretion, revise their general and optional service and support programs and the terms and conditions that govern them without prior notice to you. Dell has no obligation to provide service or support until Dell has received full payment for the Product or service/support contract you purchased. Dell is not obligated to provide service or support you purchase through a third party and not Dell.

9 **Limitation of Liability.**

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH HEREIN, INCLUDING BUT NOT LIMITED TO ANY LIABILITY FOR PRODUCT NOT BEING AVAILABLE FOR USE, LOST PROFITS, LOSS OF BUSINESS OR FOR LOST OR CORRUPTED DATA OR SOFTWARE, OR THE PROVISION OF SERVICES AND SUPPORT. EXCEPT AS EXPRESSLY PROVIDED HEREIN, DELL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE

POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. YOU AGREE THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCT, DELL IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AMOUNT INVOICED FOR THE APPLICABLE PRODUCT. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, THE REMEDIES SET FORTH IN THIS AGREEMENT SHALL APPLY EVEN IF SUCH REMEDIES FAIL THEIR ESSENTIAL PURPOSE. **DELL IS NOT LIABLE TO YOU FOR WARRANTIES, SUPPORT, OR SERVICE MADE BY OR PURCHASED FROM A THIRD PARTY AND NOT DIRECTLY FROM DELL. DELL IS NOT RESPONSIBLE FOR REPRESENTATIONS OR OMISSIONS MADE BY A THIRD PARTY.**

10 **Applicable Law; Not For Resale or Export.**

You agree to comply with all applicable laws and regulations of the various states and of the United States. You agree and represent that you are buying only for your own internal use only, and not for resale or export. Dell has separate terms and conditions governing resale of Product by third parties and transactions outside the United States. Terms and conditions for resale are located at: **http://www.dell.com/policy/legal/termsofsale.htm.**

11 **Governing Law.**

THIS AGREEMENT AND ANY SALES THERE UNDER SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO CONFLICTS OF LAWS RULES.

12 **Headings.**

The section headings used herein are for convenience of reference only and do not form a part of these terms and conditions, and no construction or inference shall be derived there from.

13 **Binding Arbitration.**

ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL, its agents, employees, principals, successors, assigns, affiliates (collectively for purposes of this paragraph, "Dell") arising from or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Agreement (including, to the full extent permitted by applicable law, relationships with third parties who are not signatories to this Agreement), Dell's advertising, or any related purchase SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under its Code of Procedure then in effect (available via the Internet at **http://www.arb-forum.com**, or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between customer and Dell. NEITHER CUSTOMER NOR DELL SHALL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS, OR ARBITRATE ANY CLAIM AS A REPRESENTATIVE OR CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. This transaction involves interstate commerce, and this provision shall be governed by the Federal Arbitration Act 9 U.S.C. sec. 1-16 (FAA). Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Dell will be responsible for paying any arbitration filing fees and fees required to obtain a hearing to the extent such fees exceed the amount of the filing fee for initiating a claim in the court of general jurisdiction in the state in which you reside. Each party shall pay for its own costs and attorneys' fees, if any. However, if any party prevails on a statutory claim that affords the prevailing party attorneys' fees, or if there is a written agreement providing for fees, the Arbitrator may award reasonable fees to the prevailing party, under the standards for fee shifting provided by law. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405. (REV 4/04)

Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. and Canada come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty. To determine which warranty came with your hardware product(s), see your packing slip or invoice. The following section describes the limited warranties and return policy for the U.S. and Canada.

Limited Warranty for Dell-Branded Hardware Products (U.S. Only)

Dell-branded hardware products purchased in the U.S. come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty depending on the product purchased. To determine which warranty came with your hardware product(s), see your packing slip or invoice.

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your packing slip or invoice, except for the following Dell-branded hardware:

- Portable computer batteries carry a 1-year limited warranty.
- Projector lamps carry a 90-day limited warranty.
- Memory carries a lifetime limited warranty.
- Monitors carry the longer of either a 3-year limited warranty or the remainder of the warranty for the Dell™ computer to which the monitor will be connected.
- PDAs, MP3 players, earphones, remote inline controls, and AC adapters carry a 1-year limited warranty.
- Other add-on hardware carries the longer of either a 1-year limited warranty for new parts and a 90-day limited warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.

The limited warranty on all Dell-branded products begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell Service Tag or order number available.

Web Support	**support.dell.com/ContactUs/ContactUsHome.aspx?c=us&l=en&s=gen**
Individual Home Consumers:	U.S. Only
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
Individual Home Consumers who purchased through an Employee Purchase Program:	
Technical Support and Customer Service	1-800-822-8965
Home and Small Business Commercial Customers:	
Technical Support and Customer Service	1-800-456-3355
Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):	
Technical Support and Customer Service	1-877-459-7278
Government and Education Customers:	
Technical Support and Customer Service	1-877-459-7278
Dell-Branded Memory	1-888-363-5150

What will Dell do?

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the issue is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years: For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to **www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm**

- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to **www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm**
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an Employee Purchase Program, go to **www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm**

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited warranty agreement and Dell's terms and conditions of sale located at **www.dell.com**. Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

Total Satisfaction Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you are satisfied with your purchases. That is why we offer a Total Satisfaction return policy for most products that you, the end-user customer, purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable return fees as follows:

New Hardware Products and Accessories — Unless you have a separate agreement with Dell, all hardware, accessories, peripherals, parts, and unopened software still in its/their sealed package, excluding the products listed below, may be returned within twenty-one (21) days from the date on the packing slip or invoice.

Exclusions from the foregoing return policy:

- New Dell PowerEdge™, Dell PowerConnect™, and Dell PowerVault™ products (excluding PowerVault 160T tape libraries) may be returned within thirty (30) days from the date on the packing slip or invoice, except that new PowerEdge ***SC*** servers and n series products purchased from the Small and Medium Business Sales Division may only be returned within fourteen (14) days from the date on the packing slip or invoice.
- Application software or an operating system that has been installed by Dell may not be returned unless you return the entire computer under the 21-day return policy, if applicable to your purchase (if not applicable to your purchase, you may not return application software or an operating system).
- Nondefective third-party and Dell-branded software, peripheral, electronics and accessory products (for example: televisions, printers, projectors, MP3 players, PDAs, battery chargers, un-preinstalled third-party software, wireless cards/access points/routers), including but not limited to those sold by or through Dell's "Software & Peripherals" or "Electronics & Accessories" groups, may be returned within twenty-one (21) days from the date on the packing slip or invoice, but a fifteen percent (15%) return fee may be deducted from any refund or credit.
- Dell | EMC storage products, EMC-branded products, Unisys-branded products, PowerVault 160T tape libraries, enterprise software, non-Dell-branded enterprise products, software and/or software licenses, or any non-Dell-customized hardware and/or software product(s) may not be returned at any time.

Reconditioned or Refurbished Dell-Branded Hardware Products and Parts — All reconditioned or refurbished PowerEdge, PowerConnect, and PowerVault products may be returned within thirty (30) days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen (14) days of the date on the packing slip or invoice.

How to Return — To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation (or go to **www.dell.com/us/en/gen/contact.htm**) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five (5) days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

Limited Warranty Terms for Dell-Branded Hardware Products (Canada Only)

Dell-branded hardware products purchased in Canada come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty depending on the product purchased. To determine which warranty came with your hardware product(s), see your packing slip or invoice.

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, or the reloading of the software
- Non–Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE. DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN PRODUCT IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT, FOR THE TERM OF THE WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. SOME PROVINCES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS. THEREFORE, THE FOREGOING EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS WARRANTY STATEMENT OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR

PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only 1 year and the limited warranty on the lamps for Dell-branded projectors lasts only 90 days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the terms and availability of limited warranties, at its discretion, but any changes will not be retroactive (that is, the warranty terms in place at the time of purchase will apply to your purchase).

What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell Service Tag or order number available.

Web Support	**support.dell.com/ContactUs/ContactUsHome.aspx?c=us&l=en&s=gen**
Individual Home Consumers; Home Office and Small Business Customers:	Canada Only
Technical Support and Customer Service	1-800-847-4096
Medium, Large, and Global Commercial Customers; Government, Education, and Healthcare Customers; and Value-Added Resellers (VARs):	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463
Government or Education Customers, or Individual Home Consumers who purchased through an Employee Purchase Program:	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463 (Extension 8221 for Individual Consumers)
Dell-Branded Memory	1-888-363-5150
Printers, Wireless, Projection Devices and TVs, Handhelds, and Digital Jukebox	1-877-335-5767

What will Dell do?

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in Canada. Otherwise, we will ship the product to you freight collect.

If we determine that the issue is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years following the first year of all limited warranties: We will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in Canada. Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service contract. Please refer to that contract for details on how to obtain service. Dell's service contracts can be found online at **www.dell.ca** or by calling Customer Care at 1-800-847-4096. If you purchased through us a service contract with one of our third-party service providers, please refer to that contract (mailed to you with your packing slip or invoice) for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website.

- For Canada-purchased computers (in-country transfers) and to transfer from one customer to another, go to **www.dell.ca/ca/en/gen/topics/segtopic_ccare_nav_013_ccare.htm**
- For out-of-country transfers (outside of the original country of purchase), go to **www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_016_ccare.htm**

If you do not have Internet access, call Dell at 1-800-847-4096 (Home Consumer customers) or 1-800-326-9463 (Corporate Commercial or Government customers).

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited warranty agreement and Dell's terms and conditions of sale located at **www.dell.com**. Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

Total Satisfaction Return Policy (Canada Only)

If you are an end-user customer who bought new products directly from Dell, you may return them to Dell up to 30 days after you receive them for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from Dell, you may return them to Dell within 14 days after the date on the packing slip or invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your packing slip or invoice and will be subject to a fifteen percent (15%) restocking fee, unless otherwise prohibited by law. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service at 1-800-847-4096 to receive a Credit Return Authorization Number. To expedite the process of your refund or credit, Dell expects you to return the products to Dell in their original packaging within 5 days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the sealed package containing the diskette(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, diskette(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want to return, for refund or credit only, either application or operating system software that has been installed by Dell, the whole system must be returned, along with any media and documentation that may have been included in the original shipment.

The "Total Satisfaction" Return Policy does not apply to Dell | EMC storage products. It also does not apply to products purchased through Dell's Software and Peripherals division. For those products, please instead refer to Dell's Software and Peripheral's then-current return policy (see the following section, "Dell Software and Peripherals [Canada Only]").

Dell™ Software and Peripherals (Canada Only)

Third-Party Software and Peripherals Products

Similar to other resellers of software and peripherals, Dell does not warrant third-party products. Third-party software and peripheral products are covered by the warranties provided by the original manufacturer or publisher only. Third-party manufacturer warranties vary from product to product. Consult your product documentation for specific warranty information. More information may also be available from the manufacturer or publisher.

While Dell offers a wide selection of software and peripheral products, we do not specifically test or guarantee that all of the products we offer work with any or all of the various models of Dell computers, nor do we test or guarantee all of the products we sell on the hundreds of different brands of computers available today. If you have questions about compatibility, we recommend and encourage you to contact the third-party software and peripheral product manufacturer or publisher directly.

Dell-Branded Peripheral Products

Dell does provide a limited warranty for new Dell-branded peripheral products (products for which Dell is listed as the manufacturer) such as monitors, batteries, memory, docking stations, and projectors. To determine which limited warranty applies to the product you purchased, see the Dell packing slip or invoice and/or the product documentation that accompanied your product. Descriptions of Dell's limited warranties are described in preceding sections.

1-Year End-User Manufacturer Guarantee (Latin America and the Caribbean Only)

Guarantee

Dell Inc. ("Dell") warrants to the end user in accordance with the following provisions that its branded hardware products, purchased by the end user from a Dell company or an authorized Dell distributor in Latin America or the Caribbean, will be free from defects in materials, workmanship, and design affecting normal use, for a period of 1 year from the original purchase date. Products for which proper claims are made will, at Dell's option, be repaired or replaced at Dell's expense. Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing repairs and building replacement products.

Exclusions

This Guarantee does not apply to defects resulting from: improper or inadequate installation, use, or maintenance; actions or modifications by unauthorized third parties or the end user; accidental or willful damage; or normal wear and tear.

Making a Claim

Claims must be made in Latin America or the Caribbean by contacting the Dell point of sale within the guarantee period. The end user must always supply proof of purchase, indicating name and address of the seller, date of purchase, model and serial number, name and address of the customer, and details of symptoms and configuration at the time of malfunction, including peripherals and software used. Otherwise, Dell may refuse the guarantee claim. Upon diagnosis of a warranted defect, Dell will make arrangements and pay for ground freight and insurance to and from Dell's repair/replacement center. The end user must ensure that the defective product is available for collection properly packed in original or equally protective packaging together with the details listed above and the return number provided to the end user by Dell.

Limitation and Statutory Rights

Dell makes no other warranty, guarantee or like statement other than as explicitly stated above, and this Guarantee is given in place of all other guarantees whatsoever, to the fullest extent permitted by law. In the absence of applicable legislation, this Guarantee will be the end user's sole and exclusive remedy against Dell or any of its affiliates, and neither Dell nor any of its affiliates shall be liable for loss of profit or contracts, or any other indirect or consequential loss arising from negligence, breach of contract, or howsoever.

This Guarantee does not impair or affect mandatory statutory rights of the end user against and/or any rights resulting from other contracts concluded by the end user with Dell and/or any other seller.

Dell World Trade LP
One Dell Way, Round Rock, TX 78682, USA

Dell Computadores do Brasil Ltda (CNPJ No. 72.381.189/0001-10)
Avenida Industrial Belgraf, 400
92990-000 - Eldorado do Sul – RS - Brasil

Dell Computer de Chile Ltda
Coyancura 2283, Piso 3- Of.302,
Providencia, Santiago - Chile

Dell Computer de Colombia Corporation
Carrera 7 #115-33 Oficina 603
Bogota, Colombia

Dell Computer de Mexico SA de CV
Paseo de la Reforma 2620 - 11° Piso
Col. Lomas Altas
11950 México, D.F.

Dell™ Printer Consumables Limited Warranties

The following sections describe the limited warranty for printer consumables (ink cartridges, toner cartridges, photo print packs, and photo paper) for Dell-branded printers, for the U.S., Canada, and Latin America. Refer to the appropriate limited warranty accordingly.

Consumables Limited Warranty (U.S. and Canada Only)

Dell Inc. warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge and that for genuine Dell-branded ink cartridges, photo print packs and photo paper, they will be free from defects in material and workmanship for two years beginning on the date of invoice. If this product proves defective in either material or workmanship, it will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to ink or toner cartridges that have been refilled or improperly stored or due to problems resulting from misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT. FOR U.S. CUSTOMERS, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

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SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Consumables Limited Warranty (Latin America Only)

Dell Inc. warrants to the original purchaser of genuine Dell-branded toner cartridges that the cartridges will be free from defects resulting from material or manufacturing process for the life of the cartridge. For the original purchaser of genuine Dell-branded ink cartridges, photo print packs and photo paper, Dell warrants that the consumables will be free from defects resulting from material or manufacturing process for one year beginning from the date of delivery.

If this product presents defects resulting from either material or manufacturing process, it will be replaced without charge during the limited warranty period if returned to Dell.

In order to obtain the necessary information to enable the replacement, call the appropriate toll-free number. In Mexico, call 001-877-533-6230; in Puerto Rico, call 1-877-839-5123. In cases in which either the production of the cartridge has been discontinued or the cartridge is not available, Dell reserves the right, at its sole discretion, to choose between replacing it by a similar product or reimbursing you for the purchase cost.

This limited warranty does not apply to ink or toner cartridges that have been refilled or to defects resulting from misuse, abuse, accident, negligence, mishandling, improper storage or exposure to inappropriate environments.

Dell's liability for the malfunction or defect of hardware after the period of the legal warranty (and specifically the period of the legal warranty of defective products stated in the consumer protections rules), is limited to either the substitution of the product or the reimbursement as stated above. This warranty coverage terminates if you sell or otherwise transfer this product to a third party.

Dell does not accept any additional liability for patrimonial, emotional or any other kind of damage caused to the consumer and/or to a third party, which exceeds the established liability either in this limited warranty or in legal rules that may apply.

Export Regulations

Customer acknowledges that these Products, which may include technology and software, are subject to the customs and export control laws and regulations of the United States ("U.S.") and may also be subject to the customs and export laws and regulations of the country in which the Products are manufactured and/or received. Customer agrees to abide by those laws and regulations. Further, under U.S. law, the Products may not be sold, leased or otherwise transferred to restricted end-users or to restricted countries. In addition, the Products may not be sold, leased or otherwise transferred to, or utilized by an end-user engaged in activities related to weapons of mass destruction, including without limitation, activities related to the design, development, production or use of nuclear weapons, materials, or facilities, missiles or the support of missile projects, and chemical or biological weapons.

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Limited Warranty

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General

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Regulatory Notices

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, including computers, contribute to the electromagnetic environment.

Electromagnetic Compatibility is the ability of items of electronic equipment to function properly together in the electronic environment. While this product has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the product with respect to the receiver.
- Move the product away from the receiver.
- Plug the product into a different outlet so that the product and the receiver are on different branch circuits.

If necessary, consult a Dell Technical Support representative or an experienced radio/television technician for additional suggestions.

Dell™ products are designed, tested, and classified for their intended electromagnetic environment. These electromagnetic environment classifications generally refer to the following harmonized definitions:

- Class A is typically for business or industrial environments.
- Class B is typically for residential environments.

Information Technology Equipment (ITE), including devices, expansion cards, printers, input/output (I/O) devices, monitors, and so on, that are integrated into or connected to the product should match the electromagnetic environment classification of the product.

A Notice About Shielded Signal Cables: Use only shielded cables for connecting devices to any Dell device to reduce the possibility of interference with radio communications services. Using shielded cables ensures that you maintain the appropriate Electromagnetic Compatibility classification for the intended environment. For parallel printers, a cable is available from Dell. If you prefer, you can order a cable from Dell on the World Wide Web at www.dell.com/supplies.

Most Dell products are classified for Class B environments. However, the inclusion of certain options may change the rating of some configurations to Class A. To determine the electromagnetic classification for your computer or device, see the following sections specific for each regulatory agency. Each section provides country-specific Electromagnetic Compatibility/EMI, telecommunications, wireless, or product safety information.

FCC Notices (U.S. Only)

For FCC information, see the appropriate documentation for your product: Dell printer *User's Guide*.

NOM Information (Mexico Only)

The following information is provided on the device(s) described in this document in compliance with the requirements of the official Mexican standards (NOM):

Exporter:	Dell Inc. One Dell Way Round Rock, TX 78682
Importer:	Dell Computer de México, S.A. de C.V. Paseo de la Reforma 2620 - 11° Piso Col. Lomas Altas 11950 México, D.F.
Ship to:	Dell Computer de México, S.A. de C.V. al Cuidado de Kuehne & Nagel de México S. de R.L. Avenida Soles No. 55 Col. Peñon de los Baños 15520 México, D.F.
Model number:	
Supply voltage:	
Frequency:	
Current consumption:	
Output voltage:	
Output current:	

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